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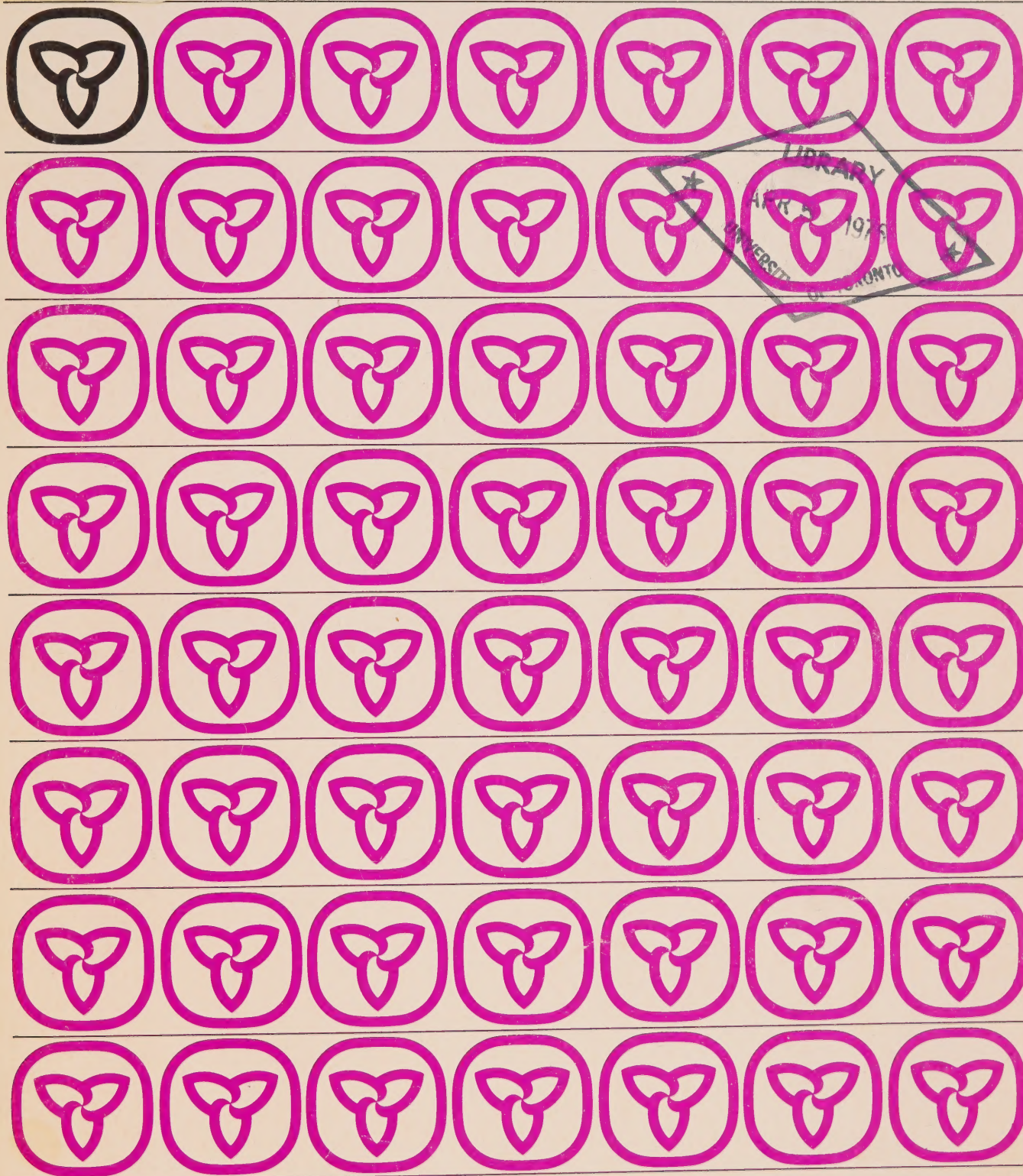
Ontario

**Annual Report
of the Minister**

**Ministry of Community
and Social Services**

1974-1975

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Report of the Minister of Community and Social Services

44th Annual Report
for the Fiscal Year ending
March 31, 1975

Letter of Transmittal

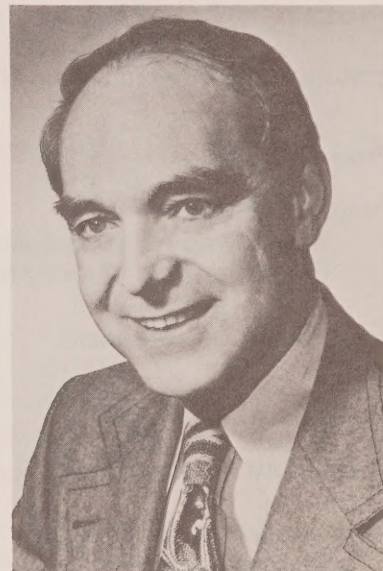
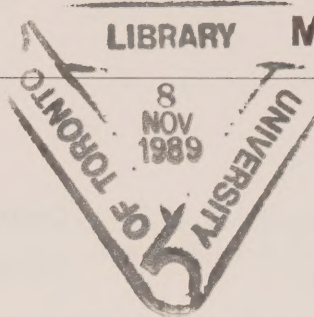
To Her Honour
the Lieutenant-Governor in Council

May it please Your Honour:
The undersigned has the honour to present
the 44th Annual Report of the Ministry
of Community and Social Services for the
fiscal year ending March 31, 1975.

Respectfully submitted,



Rene Brunelle
Minister



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Report from Deputy Minister

The fiscal year ending March 31, 1975 saw Community and Social Services grow from a Ministry of 1,800 to 9,000 with the transfer of responsibility for the mental retardation programs from the Ministry of Health.

With 65 offices and 15 facilities for the mentally retarded across the Province, and 90 per cent of its staff in direct service to the public, this Ministry is one of the most locally accessible ministries in the Ontario government.

The services provided include a broad range of community and social service programs, with specific emphasis on three areas over the last year:

- Income security underwent a complete review including the interim steps of introducing a comprehensive income system for the aged and disabled (GAINS), free prescribed drugs to all recipients of social assistance, and increased tax relief for low-income people.
- Community programs for the mentally retarded were expanded by increased funds for workshops and community residential programs and the provision of staff in District Offices as co-ordinators of mental retardation programs locally.
- Accelerated day care funding above the regular expansion provided 100 per cent funding for capital projects to stimulate growth of an additional 110 centres across the Province.

This report outlines in more detail the trends in social services over the fiscal year 1974-75.



Miss D. Crittenden
Deputy Minister
Community and Social Services

The Ministry of Community and Social Services Administered the Following Statutes on March 31, 1975

The Athletics Control Act

The Blind Persons' Allowances Act

The Charitable Institutions Act

The Child Welfare Act

The Children's Boarding Homes Act

The Children's Institutions Act

The Community Recreation Centres Act, 1974

The Day Nurseries Act

The Developmental Services Act, 1974

The Disabled Persons' Allowances Act

The District Welfare Administration Boards Act

The Elderly Persons Centres Act

The Family Benefits Act

The General Welfare Assistance Act

The Homemakers and Nurses Services Act

The Homes for the Aged and Rest Homes Act

The Homes for Retarded Persons Act

The Indian Welfare Services Act

The Ministry of Community and Social Services Act

The Soldiers' Aid Commission Act

The Vocational Rehabilitation Services Act

The Welfare Units Act

Area and District Offices

The Office of the Assistant Deputy Minister, Delivery, has the overall responsibility to facilitate the delivery of the Ministry’s Income Maintenance, Social and Rehabilitation Services as well as to foster the development of social resources throughout Ontario’s communities.

This involves developing and maintaining a field organization that will allow the decentralization of decision-making, co-ordination and integration of Ministry programs in a concerted thrust at the local level.

The Ministry has 19 District Offices, with over 40 other offices reporting to one of the various district administrations.

The districts are increasingly the centre of a great deal of decision-making. District Directors are assuming prime responsibility for delivery at the community level of such programs as Family Benefits, General Welfare Assistance, Vocational Rehabilitation, Day Nurseries, Legal Aid, Homes for the Aged, etc.

In Addition, the Community Information Services Program is integrated into the District Office structure to provide decisions relevant on a local basis.

The District Directors are supported by four Area Executive Directors in the following designated areas of administration: Northern, Eastern, Western Ontario, and Metro-Central.

The prime responsibility of the Executive Directors is to provide broad co-ordination, to deploy scarce resources and to deliver those programs that cannot be made available in every District Office, such as Day Nurseries, programs for senior citizens, and Community Development.

The Executive Directors are also charged with the responsibility of integrating a district’s social services plans and staff training and development efforts into an area context; and assisting the District Directors in preparing and developing proposals for specific projects as well as overall budgetary and resource requirements for the districts in each area.

Where to Go to Find Out More About Programs of the Ministry (District Offices)

NORTHWESTERN ONTARIO

KEEWATIN-KENORA
104 Government Road
Box 429
Keewatin, Ontario.
P0X 1C0
Telephone: 547-2801

THUNDER BAY
1200 Walsh St. W.
Thunder Bay, Ontario.
P7E 4X4
Telephone: 475-1245

WESTERN ONTARIO

BARRIE
Civic Square Tower
70 Collier St., 5th Floor
Box 910
Barrie, Ontario
L4M 4Z2
Telephone: 737-1311

HAMILTON
100 Main St. E.-39th & 40th Floor
Hamilton, Ontario.
L8N 3N9
Telephone: 526-9300

LONDON
495 Richmond Street
London, Ontario.
N6A 5A9
Telephone: 438-5111

ST. CATHARINES
110 James Street
Box 176
St. Catharines, Ontario.
L2R 6S4
Telephone: 688-3022

WATERLOO
75 King St. S.,
5th Floor
Waterloo, Ontario.
N2J 1P2
Telephone: 579-3130

WINDSOR
2090 Wyandotte Street E.
Windsor, Ontario
N8Y 1E6
Telephone: 254-1651

YORK-PEEL
20 Nelson St. W.
Suite 201
Brampton, Ontario
L6X 2M5
Telephone: 453-3181

METRO TORONTO

TORONTO
110 Eglinton Ave. W.
Toronto, Ontario.
M4R 2C9
Telephone: 487-4392

NORTHEASTERN ONTARIO

KIRKLAND LAKE

8 Hudson Bay Ave.,
Box 398
Kirkland Lake, Ontario.
P2N 3J1
Telephone: 567-3391

NORTH BAY

222 McIntyre St. W.
Suite 408
Box 327
North Bay, Ontario
P1B 2Y8
Telephone: 474-3540

SAULT STE. MARIE

123 March St. Suite 304
Box 68
Sault Ste. Marie, Ontario.
P6A 5L2
Telephone: 256-5666

SUDBURY

127 Cedar St., 3rd Floor
Sudbury, Ontario
P3E 4S6
Telephone: 674-3151 Ext. 271

EASTERN ONTARIO

BELLEVILLE

14 Bridge St. W., Room 2
Box 816
Belleville, Ontario.
K8N 5B5
Telephone: 968-3506

CORNWALL

132 Second St. E.
Box 1358
Cornwall, Ontario.
K6A 5V4
Telephone: 932-3381

KINGSTON

1055 Princess St.
Box 970
Kingston, Ontario.
K7L 4Y3
Telephone: 544-6206

LINDSAY

322 Kent St. W.
Lindsay, Ontario.
K9V 4S9
Telephone: 324-6128

OTTAWA

2197 E. Riverside Dr.
Room 201
Ottawa, Ontario.
K1H 7X3
Telephone: 737-5520

Provincial Benefits Branch

The primary responsibility of the Provincial Benefits Branch continues to be the administration of The Family Benefits Act and Regulations. With anticipated future reorganization of the Ministry, it may also become responsible for Vocational Rehabilitation Maintenance Allowances and General Welfare Assistance in unorganized areas of the province. The following report will focus, therefore, on the 1974-75 activities related to Family Benefits.

The purpose of the Family Benefits Program is to support the standard of living of persons likely to be in need for prolonged periods of time and who would otherwise lack the resources to attain and maintain the basic living standard. The Branch aids aged, blind, disabled, permanently unemployable persons, mothers with dependent children and foster parents caring for foster children.

Applications are completed by staff of the District Offices. Decisions concerning eligibility and the amount of assistance and benefits provided are made in the Provincial Benefits Branch. All decisions are conveyed to applicants and recipients by letter, including notification of the right to appeal.

To determine eligibility and the amount of assistance to be given, an assessment of the liquid assets, budgetary requirements and available income of the applicant or recipient is made. Actual circumstances, including family composition, are taken into consideration in the budgetary components.

Premium-free medical and hospital insurance is available to all Family Benefits recipients, and dental coverage is provided to family units. In September, 1974 a Drug Benefit program for social assistance recipients was introduced. Monthly, each Family Benefits recipient receives a drug benefit card attached to his or her allowance cheque. This card enables recipients to purchase, free of charge, prescription drugs listed in the Drug Benefit Formulary approved by the Ministry of Health.

In July, 1974 the Guaranteed Annual Income System (GAINS) was introduced to provide increased benefits to disabled, blind and elderly residents of Ontario. Within the Family Benefits program, over 32,000 recipients were entitled to GAINS benefits and over 3,000 elderly recipients were transferred to the Ministry of Revenue's GAINS program for the elderly. At its introduction the GAINS guaranteed level of assistance was \$216.67 per month for a single person. As of January, 1975 it was increased to \$230.50.

Because of the increased allowances to disabled recipients, all cases previously certified permanently unemployable were reviewed or were given the opportunity to submit new medical evidence. Approximately 5,300 permanently unemployable cases were certified disabled during the four-month review. As of March 31, 1975 there were over 12,000 permanently unemployable recipients in the program and 39,647 disabled, blind, and elderly recipients of GAINS.

In October, 1974 all other recipients of Family Benefits received increases to help compensate for the increased cost of living. These increases ranged from 12 to 15 per cent. In addition the monthly basic exemption on earned income for family cases increased from \$24 plus \$12 for each dependent to a flat rate of \$100 for a family unit, plus 25 per cent of earnings in excess of this amount.

During 1974-75, major revisions to the administrative structure of the Provincial Benefits Branch took place. The objective was to align units of the Branch with the various District Offices. It was anticipated this would improve communication and provide a regional orientation for the central office staff.

The computer system introduced in 1973-74 is now in full operation and has enabled the Branch to implement the major program changes mentioned above. Under the previous manual system, these changes would not have been possible within the necessary time limits. The computer system is now producing the bulk of the correspondence to recipients advising them of case grants and allowance changes.

This system allows for a more appropriate allocation of staff resources and thereby enhances the service provided to social assistance recipients. Automation has enabled the Branch to service the present case-load of over 92,000 cases with the same number of staff needed four years ago to service 65,000 cases.

At March 31, 1975 there were 92,280 persons receiving Family Benefits Allowances. Of these, 36,192 were single persons, 53,909 families with or without dependent children, and 2,179 foster parents.

The majority of single persons receiving assistance were blind or disabled; the remainder were 60 years of age or over.

Of the family cases, 6,081 were medically disabled or unemployable fathers; 36,239 were mothers with dependent children; the remainder were couples, one or both of whom were blind, disabled or aged. In total there were 200,589 beneficiaries as of March 31, 1975.

The Branch also administers a total of 50 Blind Persons' Allowances and 84 Disabled Persons' Allowances.

Community Information Services

The function of the Community Information Services Program, introduced in July, 1974, is to provide consultation and financial assistance to community-based information and referral services. The program was incorporated into the new organization of the Ministry under the Office of the Assistant Deputy Minister, Development.

An important part of the program is the provision of subsidies to community-based information and referral services which meet provincial eligibility criteria. During the 1974-75 fiscal year a total of 48 community information centres were assisted with subsidies totalling \$234,236.

In order to provide consultation, assessment and advisory services in a manner consistent with the philosophy and intentions of the Ministry organization, the program has been developed in a decentralized manner. The field staff of the program are integrated into the decision-making and authority structure of the delivery component of the Ministry. Most of the field staff relating to the program devote only a portion of their time to information centres, with the remainder of the time on community level work on other Ministry programs. Program accountability for the field staff rests with the District Directors, and field staff and District Directors are integrally involved in decision-making on subsidies.

Consultation is available to the centres from the Ministry in two forms:

- generalized consultation from the field staff in the District Offices; and
- if appropriate, specialized consultation from the staff in Development.

The program conducted a system orientation study to assess the possibility of developing province-wide or regional feedback systems on the data being collected by the centres receiving assistance. A major province-wide conference was organized for March, 1975. The conference involved participants from 60 information centres and covered topics such as volunteer recruitment and training, resource file development, statistic collection and analysis. The Ministry subsidized travel and the accommodation costs for delegates from the information centres and subsidized the planning of the conference.

Community Services Division

Citizenship Bureau

The Citizenship Bureau has two general areas of concern: Newcomer Integration and Inter-Group Development.

The primary role of Newcomer Integration is to assist and encourage newcomers to Ontario in the acquisition of language skills and knowledge of Canada's social, economic and political practices to enable them to become fully participating, contributing members of our society.

The Inter-Group Development Section's main objective is to emphasize interaction and strengthen understanding between all the communities that comprise Ontario's family of peoples.

NEWCOMER INTEGRATION

Reception Services. The first point of contact that many immigrants to this province have with the Ontario Government is with the Bureau's Reception Services. Friendly, multilingual reception counsellors meet new arrivals at the Toronto International Airport and assist them with immediate problems as well as providing information kits in different languages.

In addition, the Bureau works with voluntary groups and agencies to extend assistance to immigrants at the community level across the province. Kits are distributed at various entry points across the province as well as at the Montreal and Vancouver airports.

In 1974-75, over 56,300 immigrants were assisted by Reception Service counsellors and over 19,600 kits were distributed at the Toronto Airport. An additional 8,000 were given to Ontario-bound immigrants at the Vancouver and Montreal airports.

Orientation Services. This activity provides explanatory in-depth information about Ontario's social services, economic practices and political systems which will aid the immigrant in his or her integration into our society.

Major orientation projects include a handbook of services and programs for counsellors of newcomers, a multilingual handbook for newcomers entitled "Ontario and You", and a series of programs produced in five languages and shown on cable TV across the province. In addition, a number of programs are conducted in co-operation with various groups and agencies. These include English and orientation programs for mothers with pre-school children, and a series of orientation seminars in the language of the participants.

In 1974-75, there were 65 programs for mothers and pre-schoolers (an increase over the previous year of 20 programs) with more than 300 volunteers involved on the staffs.

Two hundred and twenty-five television orientation shows on all aspects of Canadian society have been produced in Italian, Portuguese, Greek, Spanish, Finnish and English (for the Black Community) and have been shown by all cable companies in Toronto, Hamilton, Thunder Bay and Ottawa.

Language and Citizenship Training. The Bureau's Language and Citizenship Training Program is concerned with assisting newcomers to acquire the language skills and knowledge of Canadian life that will aid their integration and prepare them for Canadian citizenship. Among the activities are:

- Advisory services, administrative support and teacher training to classes operated by local school boards, community colleges, universities, voluntary agencies and by the Bureau itself.
- The provision of free language and citizenship training materials to classes for adult newcomers.
- The development of specialized teaching materials including textbooks, audio-visual materials and a graded language newspaper, "Newcomer News".
- Conducting special classes in medical English for immigrant doctors.
- The development and distribution of language proficiency testing materials.

Costs related to teaching and textbook development and distribution are covered by Federal-Provincial cost-sharing agreements.

In 1974-75, a total of over 1,000 students attended language classes conducted by the Bureau. The 1974 summer courses for teachers (held in London and Toronto), conducted in co-operation with the Ministry of Education, had over 100 students. Over 800 people attended the annual conference in October.

Also in 1974-75, the Bureau conducted 50 teacher training seminars, distributed 45,000 copies of "Newcomer News" per issue (21 issues per year), and over 77,000 copies of various book and teacher training materials. Over 26,270 copies of TESL Talk — a quarterly for teachers — were distributed.

INTER-GROUP DEVELOPMENT

The Inter-Group Development Section assists, encourages and advises in the process of relating ethno-cultural groups to one another and to the larger society. It assists towards mutual adjustments of one to another and encourages a cultural identity in which there is understanding and acceptance of the variety of groups and individuals who reside in Ontario.

Activities include:

- study and research on all ethno-cultural communities in Ontario;
- conducting a series of workshops for professionals who are in contact with members of different cultural groups (e.g. teachers, police, etc.);
- assisting in planning and conducting professional development days;
- advising, encouraging and assisting interaction of groups;
- working with agencies and institutions for the development of programs;
- developing a program to assist in the sensitization of professionals working with immigrants;
- encouraging newcomers to acquire Canadian citizenship.

WELCOME HOUSE

In 1973, the Ontario Government established Ontario Welcome House in downtown Toronto to co-ordinate under one roof the services of various levels of government and the private sector which assist immigrants in the early establishment of themselves in Ontario. Presently the Federal Department of Manpower and Immigration, the Metro Interfaith Immigration Committee, and the Seventh Day Adventists are involved with the Citizenship Bureau in Welcome House. Among the types of assistance offered by the multilingual staff are employment and immigration counselling, English classes, translation of personal documents, a housing registry, assistance with various forms, evaluation of school and trade documents and social and orientation activities.

In addition, the Welcome House encourages the immigrant, where feasible, to use services of the various other agencies in his community such as government offices, immigrant aid agencies, etc.

FIELD SERVICES

The total Citizenship Bureau program is conducted through the Field Services section. With offices in Toronto, Hamilton, Windsor, Thunder Bay and Ottawa, field officers maintain contact with groups, agencies and individual immigrants to ensure that the total resources of the Bureau are available throughout the province.

In 1974-75, 56 grants totalling \$187,500 were approved to assist groups and agencies to carry out programs for newcomer integration and inter-cultural development.

Indian Community Secretariat

The Indian Community Secretariat is primarily involved with status and non-status Indian communities and groups to assist them in the process of self-definition and self-development.

This includes a combination of Community Resource Officers located throughout the province; a grant fund to provide financial assistance for Indian community projects; a fund to assist organizations in their operations; a fund for business management assistance; and a team of project co-ordinators at head office who act as liaison between the ministries of the Ontario Government and other governments ensuring their involvement in certain areas.

Objective and Goal. The major objective of the program is to assist the leadership of communities to move progressively ahead and take charge of its own affairs.

Leaders are encouraged to review their needs, examine their requirements, analyze their problems and define their priorities. Decisions are made as to whether they have their own resources for problem-solving or whether assistance will be required from other sources.

In many instances, the immediate goal may be as simple as the development of a new road, or as complex as the reduction or elimination of welfare dependency in the entire community. Secretariat staff work along with the native leaders to maintain continual liaison. In every instance, interest lies beyond the specific project.

The nature of the project itself is also secondary to the overall goal of human resource development.

The approach for each project requires thorough and complete understanding of the formation of the community, the human interaction between the various Band members, the nature of current leadership and public attitude towards it.

The Indian Community Secretariat at present has a complement of 24 persons. During the 1974-75 fiscal year, the grant funds totalled \$1,816,000.

Office on Community Consultation

With the reorganization of the Ministry and the decentralization of the field services to the District Offices, the Office on Community Consultation was designated to be responsible for policy development and for providing consultative services in community planning and development to ministries of the Ontario Government.

EXTENT OF SERVICES

Interministerial Consultation. The Office continued in its role of providing consultation to the Ministries of Community and Social Services; Consumer and Commercial Relations; Energy; Environment; Health; Housing; Transportation and Communications; and Treasury, Economics and Intergovernmental Affairs. The Office represented the Ministry on several committees, technical panels and task forces concerned with regional planning, social planning, hydro, habitat, local government and the environment. In addition, staff were involved at various stages in the development of the Ministry Working Paper on Social Planning.

Two senior staff completed secondments with the Metropolitan Toronto Transportation Plan Review (M.T.T.P.R.) and the North Pickering Project. The manager of the Public Participation Program of the M.T.T.P.R. terminated her project in December with the publication of her summary report on Public Participation, while the social development co-ordinator for the North Pickering concluded his assignment in July.

Resource Development and Distribution. The Office distributed over 23,000 publications to community groups, community planners and administrators, and government officials across the province. Three publications printed in 1974 which received enthusiastic demand throughout the year were "Commentary on the Introduction of the Green Paper to Policy Formulation in Ontario 1973"; "Analysis and Design of Public Participation Programme in Ontario"; and

Sports and Recreation Bureau

“Greater Riverdale Organization: Reflections on the Project as a Model for Community Development”.

In addition the Office, in conjunction with the Research Branch, conducted a study on the Quality of Community Life, based on a survey of community attitudes, preferences, living conditions and activities.

Grant Administration and Field Support. With the community development field staff decentralized to the district level, the Office continued to be responsible for the processing and administration of community development grant requests. Nineteen grants for a total of \$33,646 were approved for self-help, community improvement projects across the province.

Human Resources. This list of activities represents the work of one senior staff consultant; two community consultants; two field students from the Faculty of Social Work, University of Toronto; four support service staff and two senior staff secondees.

The primary purpose of this Bureau is to make accessible to the greatest possible number of Ontarians the widest possible choice of leisure-time pursuits. Its responsibilities are directly related to activities in municipal recreation centres, community theatres, libraries, churches, parks, arenas and playing fields.

In its capacity of co-ordinator, the Bureau has been able to advise and assist recreation committees established by some 550 municipal councils.

As the major source of government support for growth and enrichment programs, the Bureau has arranged grants based on municipalities' expenditures for recreation and contingent on the Minister's approval of projects to be funded.

Assistance has also been made available to community, regional and provincial organizations, as well as sports governing bodies, which provide programs of a recreational nature, leadership training, clinics and informal classes for adults.

The Bureau has continued to emphasize the need to upgrade these agencies' internal organization, to increase the effectiveness of their communication with the public and the efficiency of their services in the field.

Certification of municipal recreationists is a Bureau responsibility, and close liaison has been sustained with colleges and universities whose curricula include recreation education.

Field consultants located in 14 Regional and District Offices throughout the province are responsible for helping to develop local recreation activities and for channelling Bureau resources to communities in ways most compatible with their particular requirements.

Specialists in all aspects of sports and recreation, headquartered in Toronto, work closely with field staff in an advisory capacity. Their expertise contributes significantly to the counsel and guidance brought to programs initiated by municipal and regional committees. A broad spectrum of knowledge in leisure-time pursuits is represented in these Bureau resource units.

CULTURAL UNIT

Projects for the 1974-75 fiscal year were: the development and organization of the World Crafts Conference and the First World Crafts Exhibit at the Ontario Science Centre; a cultural program component in the Ontario Winter Games in Thunder Bay; research into corporate sponsorship of arts organizations and activities; co-production with the National Film Board of the film "In Praise of Hands"; the "Creative Way" project in London providing arts instruction for the handicapped; production and distribution of four community television utilization tapes; support of the Circus 1976 committee, planning an Ontario celebration in honour of the 1976 Olympics.

Previous projects continued on an expanded scale were: Art Trek involving 12 artists who toured six regions of the province in pairs, on invitation from municipalities, institutions or agencies, conducting workshops with community groups; Art in Therapeutic Recreation, a technique demonstrated by 14 artists working with staffs of general and psychiatric hospitals, residences for the physically disabled and geriatric centres from Thunder Bay to London, through Metro Toronto to Kingston.

Ongoing projects are the support and development of provincial arts service organizations, a drama training program, the Ontario Index of Canadian Artists, marketing research in crafts, production of a variety of resource materials for community use, access to the resource centre.

LEADERSHIP UNIT

This unit provides consultative services in leadership development to voluntary organizations across the province. With the field staff of the Bureau, it assists regional and local groups carry out programs of leadership development.

Provincial Institute. The Provincial Institute continues to produce qualified leaders and instructors for leisure-time activities and adult education. Its certificate program consists of a one-week residential experience for each of three years, plus 60 hours of self-study between the weeks in residence.

Two specific aspects are covered in both English and French:

- community leadership to meet the needs of volunteers and professionals who are involved in a leadership capacity with a recreation group or a voluntary organization; and
- adult education to assist teachers and leaders of leisure-time activities to become more competent in teaching or leading others in their skills.

The Institute is offered in East, West, Northeastern and Central Ontario. There are at least 500 people currently involved at various levels in the program and several hundred graduates are giving leadership in communities throughout the province.

The Trainer Development Workshop. The workshop was initiated to increase the number of qualified resource people involved in leadership training in Ontario. It is a three-phase program designed to help participants diagnose client needs, design appropriate learning situations, develop a variety of techniques and methods in experiential learning practice, and increase group development skills. Participants in the program are responsible for providing training in an agency and/or recreation department at the community level.

Certification of Municipal Recreation Directors is under review, and a new approach is being tested. Under the proposed system, a practitioner in any part of the recreation field will be expected to engage in a continuous professional development program in order to receive and retain certification. Until research of this model is completed, the present system will continue.

"Volunteers in Your Organization", the first in a series of resource materials on volunteerism, is now in print and being used by a variety of organizations. This series is being developed to aid in recruiting, maintaining and training volunteers.

Leisure counselling has proved valuable to many individuals seeking free-time pursuits compatible with their needs and goals. Agencies interested in providing such guidance are being encouraged to continue this service.

Through the encouragement and support of the Ontario Research Council on Leisure, the publication of Recreation Review continues as well as such supplements as the 1974 Catalogue of Ontario Recreation and Leisure Research.

ONTARIO ATHLETICS COMMISSIONER

Under the direction and control of the Ministry of Community and Social Services, the Commissioner assists in the administration of The Athletics Control Act and the regulations made under the Act. In its administrative principles, this legislation provides for the supervision of all amateur and professional boxing and wrestling contests and exhibitions in Ontario.

An important part of the work of the Athletics Commissioner is to issue licences to boxers and wrestlers; to those concerned with boxing and wrestling contests and exhibitions; to assist, promote and encourage organized amateur sports and sport associations.

During the fiscal year 1974-75, a total of 745 boxing and wrestling licences were issued, bringing a revenue of \$5,004. Tax receipts from professional boxing and wrestling events amounted to \$17,728.97.

Assistance to Amateur Sports. New equipment was donated to 1,580 associations sponsoring such minor sports as softball, baseball, football, hockey, lacrosse, soccer, track and field events boxing and wrestling. Approximately 170,000 athletes were connected with these associations.

Donations in the form of trophies, plaques, crests and medals were made to individuals and teams winning Ontario Championships. This form of assistance to, and encouragement of, minor amateur sports represented an expenditure of \$212,056.

Grants. Assistance in the form of \$41,317.53 in financial grants was made to the following organizations to assist them in the purchase of equipment and materials: Provincial Women's Softball Union of Ontario, \$500; Ontario Minor Lacrosse Association, \$620; Ontario Rural Minor Hockey Association, \$750; Ontario Table Tennis Association, \$1,000; Ontario Fencing Association, \$2,000; Ontario Ski Council, \$2,550; Canadian Canoe Association, \$450; Ontario Badminton Association, \$1,500; Ontario Amateur Softball Association, \$1,000; Ontario Rural Softball Association, \$1,000; Canadian Water Ski Association, Ontario Section, \$1,000; Ontario Rugby Union, \$1,500; Ontario Amateur Softball Association, \$667; Provincial Women's Softball Association (Council), \$509; Constance Lake Indian Band (Calstock), \$1,500; Brunswick House Indian Band (Chapleau), \$1,500; Moose Deer Point Indian Band (MacTier), \$1,500; Mattagami Indian Band (Gogama), \$1,500; Couchiching Indian Band (Fort Frances), \$1,500; Kettle Point Indian Band (Forest), \$1,500; Ontario Water Polo Association, \$750; Ontario Sailing Association, \$1,000; Ontario Amateur Speed Skating Association, \$300; Ontario Ringette Association, \$150; Ontario Rowing Association, \$11,070; Canadian Amateur Wrestling Association, \$1,000; Ontario Badminton Association, \$3,000.

PHYSICAL RECREATION UNIT

This unit directs its efforts to the instigation and improvement of programs related to sports and fitness, working in co-operation with Sport Ontario and sports governing bodies of the province. Several projects were initiated in 1974-75 designed to upgrade the training of athletes and to broaden participation in physical activities among the general population.

Coaching Development Program. This program is now operated in 27 centres across the province with an enrolment of over 2,000 men and women of varying ages and backgrounds. The course progresses on five levels, each covering three phases of training: theoretical, technical and practical. This program was developed in Ontario as a model for implementation by other provinces to form a national pattern for coaching development.

The Ontario Sports Training Centre. The Centre was planned as a long-term investment to be built in stages. It will house the finest facilities for athletics and other leisure-time activities in North America. Initial steps were put into effect during 1974.

Ontario Sports Travelcade. This is a mobile unit equipped with audio-visual aids and other resource material. Its purpose is to bring expert advice, information and workshops to upgrade the skills of coaches, trainers, managers, athletes to communities throughout the Province. Plans were laid for Travelcade in 1974. Based on regional requirements, it is scheduled to start touring in July, 1975.

Sports Facilities Catalogue. This catalogue was begun as a research project to compile computer data on availability, design and cost of existing facilities all over the world. It will offer immediate access to information about sports governing bodies and agencies.

Ontario Hockey Council. The Ontario Hockey Council was formed as a result of the inquiry into violence in amateur hockey instigated by the director of the Sports and Recreation Bureau. He and executive officers of seven provincial organizations serve on the Council and are committed to act in the interest of correcting the incidence of violent offences in hockey. In addition to arranging grants for sports governing bodies, the unit has continued to administer a number of other projects on a regular basis.

Sports Achievement Awards. The awards are presented annually to recognize the accomplishments and contributions of Ontario citizens in the advancement of amateur sports. Last year 4,108 men and women received awards and citations for outstanding achievements in their particular fields.

Ontario Summer and Winter Games. These games are held each year, bringing together top athletes from communities all over the province. In August, 1974, in the Sudbury Summer Games, 1,500 competitors were drawn from among 25,000 contenders in regional meets. In December, in the Winter Games in Thunder Bay, there were another 1,950 competing, of whom 231 were selected for the Ontario team going to the Canada Games which were held in Lethbridge, Alberta.

PUBLICATIONS UNIT

This unit prepares resource material such as manuals, bulletins, slides, reports and directories for the use of community groups and municipal organizations. On subjects related to sports and recreation, new titles are added each year, existing stock evaluated, redesigned and updated regularly.

The unit's responsibilities also include creation of displays, news releases, promotion pieces, miscellaneous folders and stuffers, charts, slide demonstrations and other visual aids.

In 1974-75, over 150 pieces of resource material involving creating, writing, editing, design, type, assembly and final art were completed.

SPECIAL COMMUNITY PROJECTS UNIT

Summer activities and employment opportunities in recreation and the social service field were provided for over 2,000 secondary and post-secondary students. Under the project title of "Experience '74", three programs were co-ordinated in conjunction with the Youth Secretariat.

Youth in Action '74. This summer program assisted young people to become involved in worthwhile local programs. For the seventh consecutive year the Bureau participated with over 300 municipalities and youth-serving agencies in such cost-shared recreation programs. To ensure meaningful results, the Sports and Recreation consultant worked closely with the co-sponsors on all phases of the programs.

Student Involvement in Social Services. The program provided career-testing experiences in this field for over 550 students. Placements were made in a variety of community agencies such as homes for the aged, day care centres, sheltered workshops and information centres. Salaries ranged from \$73 to \$118 per week for periods up to 20 weeks.

Alternatives. The Alternatives programs are geared to the leisure needs of communities across Ontario. In 1974, eight were funded including Drama in Camping, Art in Therapeutic Recreation, Art Trek and Video Drama. Besides employing 155 students, the programs enhanced the leisure-time pursuits of hundreds of people in the province.

SPECIAL SERVICES UNIT

This unit is concerned chiefly with meeting a need to equalize opportunities for satisfying leisure activities offered to all segments of the population. Towards that objective, focus is concentrated on supplementing the efforts of public and private youth-serving agencies and those providing outdoor and therapeutic recreation.

Currently, the unit is working with a national task force on children's play whose goals include public education/awareness, research, the child and the natural environment, play leadership and communication.

At the Bark Lake Camp Leadership Centre, qualified youth counsellors are trained for non-profit camps as well as for school and community projects.

Recreationists in the outdoor field are encouraged to look at a systems approach to total land-use planning and to include citizens in the planning process.

Unit resources are also directed to the interests of an estimated 14 per cent of the people in any community who are handicapped in some way. To demonstrate how such disabled groups can be given outlets for creativity, a series of five video tapes was produced in collaboration with the Bureau's Cultural Unit and the London and District Recreation Guild.

Income Security Division

Legal Aid Secretariat

The Ontario Legal Aid Plan has completed its eighth fiscal year of operation at March 31, 1975 and will have assisted over one million persons.

Legal Services are an essential and expensive element in life today. This Ministry has played a role in protecting the income security of low-income applicants for Legal Aid by establishing their financial eligibility for legal services at no cost, or at a reduced cost. Assessing the resources and needs of applicants and making recommendations to the Legal Aid Area Directors, appointed by the Law Society, is the specific responsibility of the Legal Aid Assessment Branch. This function is performed by the Legal Aid Assessment field staff in the various District Offices of the Ministry across the province.

The legal Aid Secretariat is responsible for: evaluating and developing alternatives in respect to eligibility to subsidized legal aid; standardizing assessment and recommendation procedures and policies across the province; co-ordinating these policies and practices with those of the Law Society and the Provincial Director of the Legal Aid Plan.

At the invitation of the Task Force on Legal Aid appointed in December 1973, the Legal Aid Secretariat presented a submission to the Chairman, the Hon. John Osler, and the members of the Task Force in April, 1974.

In October, pending a long-range review and revision of the needs test for determining financial eligibility, an interim adjustment was effected to protect the eligibility of low-income persons and those on fixed incomes for legal aid services in the face of the continuing inflation and an increase in the minimum wage.

To ensure that the close co-operation established between the Law Society and the Legal Aid Secretariat was reflected in a closer co-ordination at the local level, Mr. John Allan, QC, Assistant Provincial Director, Legal Aid Plan, and Mr. W. J. Chalmers, Assistant Director, Legal Aid Secretariat visited the Law Society Legal Aid Area Directors throughout the province and the District Offices of the Ministry of Community and Social Services.

Ongoing attempts to rationalize Legal Aid eligibility with other needs-tested programs continue while considering the applicant's needs and ability to pay, so that the plan is accessible to all who require legal aid services.

During the fiscal year, some 91,835 persons were referred to the Ministry for interview and assessment as compared with 80,087 persons the previous year, an increase of 14.7 per cent.

Municipal Welfare Consulting Unit

The Municipal Welfare Consulting Unit assists and advises municipalities in the administration of The General Welfare Assistance Act and Regulations, through the offices of the District Directors of the Ministry of Community and Social Services.

General Assistance. Financial aid is provided by municipalities or Indian Bands to heads of families or single persons in need who reside in municipalities or on reserves. Eligible persons who reside in the area without municipal organization are assisted through the Ministry's northern District Offices.

Supplementary Aid. Supplementary Aid is financial aid which may be granted, at municipal discretion, to recipients of Old Age Security, Family Benefits and Vocational Rehabilitation allowances in order to assist in meeting fuel or shelter costs or to provide for extraordinary needs.

Special Assistance. A municipality may grant Special Assistance to persons, usually those in receipt of General Assistance, to enable them to pay for special requirements such as optical and dental needs, prosthetic appliances, etc. Under present legislation, municipalities may also provide this type of assistance to persons who are in "financial hardship".

Consolidating Services. The Municipality of the County of Lambton and the Regional Municipality of Haldimand-Norfolk consolidated their social services in 1974-75.

As of March 31, 1975 there were 38 Consolidated Units comprising 21 Counties, six Districts and 11 Regional Municipalities. This provision of service, on a large base, results in a better service to residents than can be provided by independent municipalities.

A number of other municipalities have expressed an interest in consolidating their social services and are receiving the assistance of the Branch in the planning stage.

Indian Bands. Indian Bands living on reserves may choose to assume the responsibility of administering social assistance to their own people actually residing on the reserve. At present, 73 Bands have been approved to administer their own social services.

The Ministry's District Offices work closely with Chiefs and Councils and are always available when advice or support is required. District Offices are involved in the delivery of training programs, and courses for Band Social Services Administrators are conducted in centres convenient to reserves. In this way, problems peculiar to the area are observed and solutions discussed right on the scene.

Homemakers and Nurses Services. The intent of The Homemaker and Nurses Services Act is to preserve, maintain and strengthen family life during illness or absence of a mother, or other persons in charge of the child; to assist elderly, convalescent, handicapped, chronically ill or otherwise disabled persons to remain in their own homes whenever possible.

Homemakers may now be provided for households in which the standard of household management and child care may require improvement in order to avoid family or financial difficulties which could contribute to dependency on public assistance. These flexible services are capable of responding to a wide variety of health and social service needs.

Homemaker services are provided by three Visiting Homemakers Associations, 46 branches of the Canadian Red Cross Society, commercial agencies, and individual persons.

Visiting nurse service in the home is provided on the instruction of the attending physician. Suppliers of this service are 33 branches of the V.O.N., two branches of the St. Elizabeth Visiting Nurses' Association and individual registered nurses.

Both services are available to "persons in need", with services supplied by the municipality or under a fee for service agreement between the municipality and the supplier of the service. During the year, several Indian Bands have put this program to use.

Grants are available to persons, municipalities or other organizations towards the cost of approved training courses for Homemakers. It is expected that this will encourage the development of services throughout the province but particularly in areas which do not have educational facilities available.

Mental Retardation Facility Services Division

Following the Green Paper entitled "Community Living for the Mentally Retarded in Ontario: A New Policy Focus", the Mental Retardation Program was transferred from the Ministry of Health to the Ministry of Community and Social Services on April 1st, 1974.

The purpose of this transfer was to provide for a major shift in emphasis from institutional to community living for individuals who are developmentally handicapped.

In order to facilitate the above-mentioned transfer and to allow for the development of community-based services for the mentally retarded, The Developmental Services Act was enacted into law on April 1st, 1974.

The purpose of the Mental Retardation Facility Services Division is to provide a full range of high quality treatment, training programs and services in facilities for persons with developmental disabilities, while, at the same time, conducting programs of research, education and prevention, and de-emphasizing the concept of long-term institutional care.

Examples of services offered by the facilities are:

- assessment and diagnostic services to the community at large;
- crisis intervention and parent relief;
- residential care and training programs;
- the conduct and support of highly specialized programs of research and education into the causes, prevention and treatment of mental retardation, thereby reducing the severity and incidence of this developmental disability;
- nursing and medical care and treatment programs;
- behaviour modification programs;
- provision of a full range of consulting and advisory services, in support of care and treatment programs, in the operation and management of facilities for the mentally retarded;
- programs of instruction for parents and staff in the care and training of the mentally retarded; and
- provision of other highly specialized treatment and training programs and services, which require a facility setting.

During the year under review, the Division was instrumental in implementing various proceedings and developing a number of new programs. The following are some examples of these achievements:

- the Mental Retardation Certificate Course, previously offered by this Division, was transferred to the community colleges;
- a Board of Directors was established for the Oaklands Regional Centre, Oakville (a 150-bed mental retardation facility which will provide comprehensive treatment and training for the developmentally handicapped);
- assistance was provided in the listing of all Schedule I and II facilities under the Canada Assistance Plan;
- participated in the development of the Ministry's Detailed Program Proposal and Implementation Plan for Community Services for the Mentally Retarded in Ontario;
- introduced a proposal for the establishment of Developmental Units in large M.R. facilities; and
- negotiated the transfer of three additional M.R. facilities currently located on the grounds of psychiatric hospitals (Brockville, North Bay and St. Thomas) from the Ministry of Health.

In 1974-75, the Mental Retardation Facility Services Division was responsible for the funding and direct operation of 15 M.R. facilities which provided care, treatment and training to some 7,000 developmentally handicapped persons.

In addition, the Division was responsible for the supervision of approximately 200 residents placed in Approved Homes. An Approved Home is a private family home, where members of the family are willing and able to care for a resident for whom, at this stage of his development, home care is preferable to institutional care. The statistical data which follows outlines the significant dimensions of the Program.

Movement of Population

Provincial Facilities for the Mentally Retarded, 1973 and 1974

Facility	Admissions		Discharges		Population in Residence at end of:		Population on Books at end of:	
	1973	1974	1973	1974	1973	1974	1973	1974
Aurora Pine Ridge	18	7	15	16	156	144	188	177
Cedar Springs Southwestern Regional Centre	107	89	132	126	763	713	990	940
Cobourg D'Arcy Place	14	34	36	89	207	134	260	203
Edgar Adult Occupational Centre	80	111	118	111	117	110	262	270
Gravenhurst Muskoka Centre	6	2	22	28	291	237	306	299
London CPRI	415	442	396	427	76	69	117	129
Orillia Huronian Regional Centre	208	196	209	210	1488	1346	1735	1626
Palmerston Midwestern Regional Centre	39	43	34	40	159	145	226	221
Picton Prince Edward Heights	12	20	14	19	274	337	326	415
Smiths Falls Rideau Regional Centre	91	81	137	127	1485	1351	1706	1568
Toronto Surrey Place Centre	257	270	275	273	17	16	17	16
Woodstock Oxford Regional Centre	30	98	45	103	568	573	628	658
Kingston L. S. Penrose Centre	—	151	—	162	—	128	—	157
Whitby Durham Centre for the Developmentally Handicapped	—	32	—	33	—	117	—	140
Thunder Bay Northwestern Regional Centre	—	49	—	85	—	175	—	209
	1277	1625	1433	1849	5601	5595	6761	7028

Mental Retardation Community Services Development

This Branch was created when the Mental Retardation Program was transferred to the Ministry of Community and Social Services. It was created for the purpose of ensuring the development of community services, as well as co-ordinating the variety of government and non-government delivery agents involved. Its objective is to ensure that the services required to facilitate community living for those individuals presently in M.R. facilities, as well as those living in communities, will be available.

Planning and Co-ordination. To provide for the co-ordination of planning services at the local level, Mental Retardation Co-ordinators, reporting to this Branch, have been appointed in each of the 19 Ministry Districts across the province. District Working Groups and Sub-District Working Groups have also been established. These groups are responsible for: identification of needs, planning, recommending, monitoring, and co-ordinating services to retarded people in the community. Membership includes representatives of government and non-government community groups including local associations for the mentally retarded. This ensures community involvement in the planning of new services.

Adult Protective Services. During 1974-75, an Adult Protective Services Program was implemented across the province, with a caseload capability of 1,000. Protective Service Workers, reporting to this Branch, are responsible for co-ordinating and monitoring, on an individual basis, the placement, movement and supervision of retarded adults within all needed services in the community. These workers are responsible for determining that their clients are not exploited; that they receive full benefit of all the services and facilities for which they qualify; and that they receive the appropriate amount of protection and support as required by level of functioning and circumstance.

Schedule II and III Facilities. The Community Services Development Branch is responsible for the supervision of these board-operated facilities, funded 100 per cent by the province. The Schedule II facilities serve mainly severely and profoundly retarded children (one of these facilities provides residential services and vocational services to mentally retarded adults). There are eight of these facilities, serving

761 residents. There is one Schedule III community service operation serving the Algoma District, providing diagnostic, parent counselling, family support, and home care programs.

Community Service Pilot Projects. Pilot projects were established, in conjunction with local associations for the mentally retarded, to test out various forms of community services to retarded people and their families. In 1974-75, projects were established in Windsor, Sudbury, York, Kingston, Niagara, London, Kitchener and Thunder Bay.

New Program Plan. One of the major accomplishments during 1974-75 was the development, in conjunction with the Ontario Association for the Mentally Retarded and staff of Ministry Branches, of a detailed Program Plan for new community services. The long-term objectives of this Program Plan provide for:

- a reduction in the incidence and severity of mental retardation; and
- an increase in extent of normal living opportunities for mentally retarded people.

Community-based services and programs will be established for retarded persons now in institutions, who are ready to move to the community, and for those now in the community who are not receiving appropriate service.

Some key elements of the new Plan include:

- developing individual Program Plans for retarded persons in all programs;
- developing a range of community accommodation alternatives, with varying degrees of supervision as needed;
- developing work and training programs, ranging from occupational work to competitive employment;
- greatly increasing the protective service capability;
- providing supportive services to retarded children and their families through Family Service Workers; and
- providing other forms of support services, including life skills training, parent relief services, and several other programs through Special Pilot Projects.

Implementation of this Program Plan has already begun.

Social Services Division

Children's Services Bureau

Following the reorganization of the Ministry, the Children's Services Division became the Children's Services Bureau on January 1, 1974. As a result of this change, the Child Welfare, Day Nurseries and Children's and Youth Institutions Branches no longer exist but comprise the new Children's Services Bureau.

Succinctly stated, the Children's Services Bureau:

- Integrates the planning and development of a wide range of services to children, including the services that are now associated with child welfare, day nurseries and institutional care.
- Co-ordinates a comprehensive adoption service including provincial, national and international adoption matters that pertain to Ontario.
- Co-ordinates child welfare policy in Ontario.
- Provides grants and consultation to provincial organizations and those involved in direct service delivery to children.

CHILD WELFARE

Under The Child Welfare Act, Child Welfare continued to provide advice, supervision and to assist, in a variety of ways, the services of Ontario's 50 Children's Aid Societies.

It also facilitates adoption placements by strengthening the flow of information concerning available children and suitable, interested couples through group meetings and bi-monthly bulletins.

Public understanding, support and awareness of the needs of children is promoted by the branch through public speaking engagements at community meetings, schools and colleges.

Today's Child and Family Finder. During the year, a total of 149 children were placed as a direct result of the resources of the Adoption Resource Exchange, Today's Child and Family Finder.

Trends. In 1974, the number of unmarried mother, child care and adoption cases continued to decrease, while the number of cases involving services to families with children not in the care of the 50 Children's Aid Societies continued to increase. A personnel result of these changes is the increase in staff now working with families not having children in care.

Within the child-in-care population, there are fewer children in the care of the Children's Aid Societies under the age of five, slightly more in the ages five to 12 category, and a growing increase in the teen-age group of 13 to 18 years of age.

It is becoming increasingly difficult to adopt babies or toddlers under two years of age because more unmarried mothers are keeping their children and, also, because of a decline in the birth rate.

As a consequence, the emphasis in adoption is becoming more and more centred on older and more difficult-to-place children.

Number of Children in Care at Year End	1970	1971	1972	1973	1974
Under 1 year	3,618	2,357	1,993	1,622	1,344
1 and 2 years	1,410	1,219	1,037	875	794
3 and 4 years	1,114	978	822	808	759
Total Under 5 Years	6,142	4,554	3,852	3,305	2,897
5 to 12 years	5,779	5,602	5,323	4,796	4,432
13 to 18 years	5,110	5,385	5,578	5,805	5,886
Over 18 years	776	778	366	363	503
Total Children in Care of CAS at Year End	17,807	16,319	15,119	14,269	13,718

DAY NURSERIES

The function of the Day Nurseries Section of the Children’s Services Bureau, in conjunction with the District Offices of the Ministry, is to administer The Day Nurseries Act. For this purpose, the following activities are carried on:

- licensing and supervision of all group programs outside the school system for “normal” children below ten years of age and for handicapped children under 18 years of age who are supervised apart from their parents;
- in conjunction with municipalities to ensure that the care provided to children in approved private day care homes is of a standard required by the regulation under The Day Nurseries Act;
- to pay operating subsidies in the manner set out by legislation.

In addition to the statutory functions outlined above, the following are the major non-statutory functions:

- to respond to interest developed in local communities to study and meet local needs for day care;
- to develop related community services for the improvement of child care;
- to keep standards under review with a view to providing an adequate level of service in the most economical way;
- to note the development of day care programs throughout Ontario with a view to equalizing opportunity for services where indicated;

- to work in conjunction with the Capital Services Branch, the District Offices and where applicable, Mental Retardation Community Services Development in approving day nursery establishment projects.

The day care program (both group care in all-day and part-day programs as well as the private-home day care program) continues to expand rapidly.

There has been an increase of 138 nurseries, or 14.47 per cent over 1973-74. The total number of children receiving day care increased from 36,138 in 1973-74 to 46,379 in 1974-75, an increase of 28.34 per cent. This overall increase includes the increase in private-home day care of 311 per cent in placements.

Legislation was enacted and the regulations amended in 1974-75 to reflect two changes. The first was the implementation of a day care capital program providing for 100 per cent funding where projects were approved between September 1, 1974 and March 31, 1975.

The accompanying table indicates the number of centres approved under the 100 per cent capital project (Day Care Expansion Project), the number of places provided and the cost.

Final Approval Report Day Care
Expansion Project as at March 27, 1975.

Types of Centres	Number of Centres	Estimated Number of Places	Estimated Cost
Handicapped	28	663	\$ 3,640,705
Native Peoples	11	355	1,457,000
Municipalities	43	1,907	7,952,217
Charitable Corporations	28	718	1,803,304
Totals	110	3,613	14,853,226

The second involves a change in cost-sharing formula for the payment of operating subsidies for handicapped children to provide:

- 100 per cent of the cost of providing day care services to handicapped children five years of age and over; and
- 100 per cent of the first 35 per cent, and 80 per cent of the remainder of the cost of providing day care services to handicapped children who are under five years of age.

Handicapped Children. The number of centres providing services to handicapped children has increased from 80 to 82. There are now ten developmental centres compared with nine in 1973-74. There are 1,568 handicapped children in 82 centres compared to 1,287 in 80 centres in 1973-74, a placement increase of 21.83 per cent. The integration of programs for handicapped children with programs for "normal" children is continuing.

Indian Bands. Indian Bands also administer day nurseries and have control of their educational and admission policies. Many of the staff continue to use the Indian Language in the nursery and are also bringing some aspects of Indian culture into the everyday activities of the children. Most of the children in these nurseries are Indians, but some white children are also in attendance.

The number of day nurseries on Indian reserves increased from 12 in 1973-74 to 14 in 1974-75 with placements increasing by 176, or 51.92 per cent.

Indians are being encouraged by the Ministry to take training in Early Childhood Education so that, where possible, the nurseries on Indian reserves may be staffed by Band members. During the past year, a significant number of Indian students completed courses in Early Childhood Education, preparing them to be either supervisors or assistants in day nurseries.

Colleges of applied arts and technology throughout Ontario have reported that they are continuing to receive applications from Indian students wishing to enrol in the Early Childhood Education program.

Expansion of day nurseries on Indian reserves is continuing. On the completion of projects which were approved under the Day Care Expansion Project, the number of nurseries on reserves would increase to 24.

The Ministry continues to explore means whereby financial assistance for day nursery purposes may be given to non-status Indians living off reserve lands in cities and small communities.

Unorganized Territories. The provincially administered day care centre in Minaki is operating successfully. In addition to this nursery in an unorganized territory, the Ministry has entered into agreements during the past year, with three nurseries to purchase day nursery services at 100 per cent for children living in unorganized territories.

Municipally Operated Nurseries. There was an increase of 17 municipally-operated nurseries over 1973-74, with an increase in placements of 603, or 9.51 per cent.

Purchase of Service.

— Group Care

The number of children of low-income families in private nurseries whose fees were supplemented by the municipality increased from 3,161 in 1973-74 to 4,017 in 1974-75, an increase of 27.08 per cent.

— Private-Home Day Care

The private-home day care program continues to gain momentum. This program is proving very useful as a mode of supplementary care for children in half-day kindergarten programs, for the care of infants and young school-age children, by providing services that are less expensive than group day care because of the savings in capital costs. In particular the development of private-home day care, in conjunction with existing nurseries operating either all-day or part-day programs, would seem to be a most fruitful development.

The number of placements in private-home day care increased from 450 in 1973-74 to 1,950 in 1974-75, an increase of 311 per cent over 1973-74.

Nurseries Operated by Approved Charitable Corporations. There are now about 30 charitable corporations approved under the Act to operate day nurseries and to receive provincial financial assistance for the purpose. Many of these corporations are parent controlled. A parent-controlled program for the most part includes parent participation in the daily program, accomplished through self-initiated programs of orientation and child and family studies.

There are now 250 co-op nurseries in Ontario, a gain of 20 over 1973-74. Most provide care for part of the day, but a growing number are now providing care for a full day.

Parent co-op nurseries work together with co-op councils, of which there are now nine. These councils function with representatives from member nurseries in an area to co-ordinate the efforts of the staff and parents of the nurseries, thus providing a high standard pre-school program for the children, as well as ongoing adult learning for themselves.

There are a number of co-operative nurseries in elementary and secondary schools. These nurseries, although autonomous in their operation, function in close liaison with the principal and his staff. Demonstrating as they do the value of parent participation in their children's learning, they are working models of a way to bridge the gap between home and school.

Advisory Council on Day Care. During the year, the Hon. Rene Brunelle, Minister of Community and Social Services, appointed an Advisory Council on Day Care. The overall purpose of this council was to advise the Minister in the area of day care services in Ontario. It has had 30 regular meetings in Toronto and has held five additional sessions outside the Toronto area. The Advisory Council published its first report in January, 1975; a second report is expected in June, 1975.

Expenditure. Provincial expenditures for operating costs in transfer payments for day care purposes have increased from \$11,715,590 in 1973-74 to \$14,398,001 in 1974-75, an increase over last year of 22.9 per cent.

CHILDREN'S AND YOUTH INSTITUTIONS

This section of the Children's Services Bureau ensures that a good home is provided, in supervised residence, for many children and young people who cannot live at home. They may be handicapped or retarded, unmarried mothers, or youngsters with acute personal problems.

Consultation with the branch begins in the first stages of planning and construction. Private charitable organizations, such as religious or fraternal groups, who initiate programs and build residences receive financial and advisory assistance from the branch.

This supervision is a continuing process, following the completion and opening of the residence. Branch supervisors visit homes regularly to supervise programs, facilities and the business operation. They also consult with boards of directors and staff.

Residences for children and youth in Ontario are approved under four items of provincial legislation: The Children's Boarding Homes Act, The Children's Institutions Act, The Homes for Retarded Persons Act and The Charitable Institutions Act. The total number of children in residences during the year under review was 7,407. Of these 2,772 were in residences at the end of the year.

Boarding Homes. Residential programs for normal children, mildly disturbed children or retarded or mentally handicapped children are provided by homes approved under The Children's Boarding Homes Act. Nine new boarding homes were approved during the year, bringing the total accommodation in the 90 approved homes in Ontario to about 1,100 children with varied individual needs.

Children's Institutions. These residences serve children and young persons under 21 years of age. Six residences were approved under the legislation during the year, two of which were new buildings. The number of residences under The Children's Institutions Act rose to 47, with a total capacity of 1,096. Provincial grants and subsidies are provided under the Act.

Residents in Children’s Institutions

	Males	Females	Total
Beginning of year	520	261	781
Admitted during year	1,103	759	1,862
Total residents during year	1,623	1,020	2,643
Discharged during year	1,133	742	1,875
In residence end of year	490	278	768

Homes for Retarded Persons. The Homes for Retarded Persons Act provides grants and subsidies to groups interested in setting up community residences for retarded persons. There is no upper or lower age limit on such residences. Homes are separate for the care of children and adults. These homes are often associated with a workshop or other type of training facility such as a farm or a small industry.

Six new homes (Mississauga, Oakville, Ottawa, St. Catharines, Stratford and Woodstock) were opened, four of them new buildings. In addition, three auxiliary residences began operating under the recently amended legislation, bringing the total number of residences to 36, caring for 708 retarded persons.

Residents in Homes for Retarded Persons

	Males	Females	Total
Beginning of year	322	247	569
Admitted during year	278	223	501
Total residents during year	600	470	1,070
Discharged during year	247	185	432
In residence end of year	353	285	638

Charitable Institutions

Homes for Unmarried Mothers. The branch funds and supervises 12 homes for unmarried mothers with a capacity for 284 girls. In addition to accommodation, these homes also pro-

vide support services to the residents, including education, counselling and guidance.

Youth Residences. These residences receive provincial subsidies to care for troubled young people, generally those in difficulty with the courts or who, for one reason or another, are unable to live in their homes. There are seven homes under this program, providing care for 110 young people.

Residents in Charitable Institutions
Homes for Unmarried Mothers

Beginning of year	174
Admitted during year	923
Total residents during year	1,097
Discharged during year	916
In residence end of year	181

Youth Residences

	Males	Females	Total
Beginning of year	35	55	90
Admitted during year	1,013	394	1,407
Total residents during yr.	1,048	449	1,497
Discharged during year	1,019	393	1,412
In residence end of year	29	56	85

Attention in the early years to the needs of youngsters without an acceptable home can often provide hope for many children who may otherwise be overwhelmed by social and personal problems. Residential accommodation is vital to these children. The role of the Ministry is to ensure that residences provide the highest standards of care.

Rehabilitation Bureau

The primary role of vocational rehabilitation services is to develop, restore and improve the working capacity of physically or mentally handicapped persons and those who are mentally retarded to enable them to obtain employment at their optimum capacity. This may include employment in the open labour market, sheltered or homebound employment, self-employment or the occupation of homemaker.

A field staff of 141 counsellors and supervisors, located in 28 offices throughout the province, was the primary medium for the delivery of service. Counsellors interview clients, either individually or in groups, for assessment, planning and supportive purposes; arrange for the provision of medical restoration, assessment, training, tools and equipment, transportation and living expenses; assist with job placement; and work in the community to co-ordinate and develop rehabilitation services for handicapped persons.

Results in 1974-75. During the fiscal year, 6,497 handicapped persons were referred for vocational rehabilitation. Services were initiated for 4,959 handicapped persons, and a total of 10,659 received one or more of the above services; 1,909 persons were assisted in finding employment during the year following the provision of services.

Assessment Services. Counsellors augment their assessment skills by purchasing or arranging for the provision of psychological testing and specialized medical, educational, workshop and work assessments. The Ministry does not operate rehabilitation centres but utilizes community resources. Rehabilitation workshops, supported through the provision of operating and capital grants, are an important assessment resource. Educational institutions and competitive work situations are also used for assessment purposes. Assessment services costs in 1974-75 totalled \$1,092,000.

Restoration Services. It is frequently necessary to provide medical restoration services to enable handicapped persons to achieve their optimum level of physical functioning in order that they may either benefit from the full range of services or return directly to employment. Artificial limbs, braces, wheelchairs, dental services and drugs are examples of restoration services which are frequently provided. The cost of restoration services in 1974-75 was \$601,000.

Training Services. Handicapped persons are assisted to upgrade their skills by undertaking a wide variety of training programs. Work adjustment training, offered by rehabilitation workshops, was provided for 1,119 persons; 701 attended post-secondary courses at community colleges; 504 were sponsored in university programs; academic upgrading and basic skill training was made available to 423 persons; 130 were enrolled in private trade school programs; and high school courses were offered to 85 people. In addition 274 persons were trained on the job, and 112 received other training programs.

Tuition costs and the cost of books and supplies for educational programs are paid as well as half of the wage cost incurred by employers who provide on-the-job training. The outlay on training services in 1974-75 totalled \$3,527,000.

In order that handicapped persons may meet their living expenses while they engage in formal assessment or training programs, maintenance allowances and special transportation expenses are paid. The maintenance allowances range from \$197.40 per month for a person with no dependants who lives at home, or \$231 for a person with no dependants who lives independently, to \$399 for a person with four or more dependants. An additional payment of \$113.40 per month may be paid under special circumstances. These items cost \$3,675,000 in 1974-75.

Senior Citizens' Bureau

Financial Aid to Rehabilitation Agencies. Grants were provided in the amount of \$782,000 to subsidize staff salaries in voluntary organizations which provide rehabilitation services to disability groups with highly specialized needs, primarily persons with a hearing impairment, the blind, the mentally retarded and those with spinal cord injuries. The full range of services is available to these handicapped people.

Financial Aid to Workshops. There were 131 approved rehabilitation workshops operated by voluntary organizations in Ontario during 1974-75. As of March 31, 1975, a total of 4,987 handicapped persons were in attendance. The Bureau pays an operating grant to these workshops up to a maximum of 80 per cent of their approved costs.

A total of \$4,635,000 was paid in operating grants during the past year.

Capital grants of 80 per cent of approved costs are also offered to voluntary organizations for the construction, acquisition, alteration or renovation of rehabilitation workshops, as well as for the purchase of furnishings or equipment of a capital nature. Thirty-three voluntary organizations received capital grants in 1974-75; 12 capital construction grants were provided in the amount of \$1,676,000; and 62 capital equipment grants were issued at a cost of \$286,000.

Rehabilitation Adjustment Programs. The Bureau supervises the provision by municipalities of comprehensive prevocational rehabilitation projects under The General Welfare Assistance Act. The objective of these projects is to remove personal, family, and environmental barriers to vocational training and employment. The projects provide participants with an opportunity for social and educational development within a work activity environment. Eighty per cent of the cost is provided by the Bureau. Thirteen projects were funded in 1974-75 plus a planning project. They had a total daily capacity of about 350 persons and cost \$699,000 in 1974-75.

The objective of the Bureau is to provide the opportunity to the elderly for optimal personal and social functioning through the development and operation of local systems of care and services (both residential and non-residential) and the encouragement of personal preparation for the advanced years.

In addition to ongoing program support for existing homes, which now number 179, and elderly persons' centres, which have increased their number to 72, the following special items were initiated in 1974:

Senior Volunteers in Service. Senior volunteers in service is a program, developed as a pilot project by the Senior Citizens' Bureau, through which senior citizens in Ontario are able to use their skills in service to other Ontario seniors.

The purpose of the program is:

- to recognize and utilize the abilities, experience and knowledge of seniors in a community;
- to meet the needs of other senior citizens in a community;
- to provide additional resources in rural or remote areas and, as such, is geared to towns with population of 25,000 or under.

The program was expanded in 1974-75 to 55 volunteers, and it is projected that this number should double to 110 in 1975-76.

Senior Citizens' Week, 1974. For the fourth year the Ministry recognized the contributions of Ontario's older residents to the province by setting aside a week in June in their honour. The slogan for 1974, "Living Every Minute", points out the importance of a full life.

Senior Citizens' Week sets out three objectives:

- to praise those seniors who are actively involved in community activities or personal achievement and reassure them of their importance to the community.
- to encourage elderly people to re-examine their opinion of themselves; and
- to promote a re-examination of the stereotyped conception many people in the community may have of senior citizens.

Social Services Consulting Unit

Training of Staff of Homes for the Aged. The Bureau continued to co-operate with the Ontario Association of Homes for the Aged, McMaster University, Ontario Hospital Association, the Registered Nurses' Association of Ontario and Community Colleges in planning seminars and meetings to upgrade the skills and increase the knowledge of staff of care facilities.

Research. The Senior Citizens' Bureau assisted Associated Senior Executives of Canada in research and distribution of its report, "Building Better", on the needs and interests of seniors themselves in residential accommodation.

The long-term Study on Aging, 1959-1978, continued with further published materials.

Ontario Advisory Council on Senior Citizens. The Council was established in April, 1974, and receiving the fullest co-operation of the Bureau, advises the Government of Ontario, through the Provincial Secretary for Social Development, on matters pertaining to the well-being of aged and aging persons.

The Social Services Consulting Unit is responsible for two major program activities: Specialized Consultation and Credit/Debt Counselling. Specialized consultation of a professional nature is provided for program branches, District Offices, local governments and closely affiliated community organizations; Credit/Debt counselling services assist people who are in financial difficulties.

CONSULTATIVE SERVICES

Social Work. Professional social workers provided functional consultation with respect to the following social service components: life skills development; social work methodology (case work, group work, family therapy, community organization and development, research, administration); purchase of service by contract and agreement; program planning, development, delivery, budgeting, and evaluation; local, provincial and national resource systems; client self-help groups.

Home Economics

— Senior Citizens' Bureau

A total of 56 food service consultations were provided to public and private Homes for the Aged; 38 "Requests for Approval" of expenditure for major food service equipment were processed; proposals for contracted food service in Homes were reviewed and staff training sessions conducted.

In conjunction with the Health Promotion Branch of the Ministry of Health, a report on nutrition for the elderly which sets out guidelines for improving and expanding nutrition services for the elderly in the community was prepared.

In addition, active involvement continued with the preparation for retirement courses and the evaluation and approval of training programs for food service supervisory personnel at the post-secondary level.

- Children’s Services Bureau
A total of 45 food service consultations were provided to day nurseries and children’s institutions.
- Capital Services Branch
Food service layouts for 18 new and renovated facilities were evaluated.
- Provincial Benefits Branch
Ten training sessions were held for the calculators responsible for therapeutic diet processing; a total of 548 diets were assessed and costed directly.

In addition, 103 consultations (including lectures) were provided to other branches of the Ministry, Municipalities, other government departments, educational institutions and the general public on a variety of home economics subjects.

CREDIT/DEBT COUNSELLING SERVICES

A wide range of remedial services was made available to many Ontario residents who for one reason or another found themselves faced with critical debt problems which they were not able to resolve independently. Concurrent with indebtedness, these people were faced with such harsh and damaging consequences as emotional distress, marriage and family relationship problems, evictions, repossessions, foreclosures, garnishments, wage assignments, and creditor harassment.

Assistance with these problems was provided by 22 affiliated voluntary agencies located in the following communities: Barrie, Brantford, Chatham, Cambridge, Guelph, Hamilton, Kingston, Kitchener-Waterloo, London, Oshawa, Ottawa, Peel, Peterborough, Sarnia, Sault Ste. Marie, Stratford, Sudbury, Thunder Bay, Toronto, Windsor and York Region.

These voluntary agencies provided three basic services to their clients: general counselling related to financial, credit, debt, and budgetary matters, and referrals to other community services; direct mediation between creditors and debtors in search of a mutually satisfactory arrangement for the orderly retirement of their debts; direct agency administration of an orderly payment-of-debt plan featuring the monthly pro-rated distribution of a designated portion of the debtor’s income.

The following data profile portrays significant dimensions of this program during 1974-75:

New cases accepted for service	6,408
Total debts presented by new clients..	\$38,059,700
Total cases served	9,955
Funds distributed to creditors	\$4,120,600
Audience for preventive education activities	4,164,900

CENTRAL SUPPORT SERVICES

Policy Secretariat

Reporting directly to the Deputy Minister, the Secretariat acts as the focal point of the Ministry for policy and financial relations with the various central agencies of government such as Management Board, Policy Field and Cabinet.

It acts as a central resource group in the development, co-ordination and submission of the Multi-Year Plan as well as assisting in the production of the Annual Estimates.

The Secretariat provides support services for the Senior Management Committee of the Ministry and assists in identifying data needed for the development of evaluation criteria and the assessing of alternatives.

Audit Services Branch

The Branch is a centralized support service, responsible to the Deputy Minister for reporting to management:

- on the effectiveness and efficiency of operations designed to meet the Ministry goal and objectives; and
- on the adequacy and reliability of information used to make decisions, and to report and evaluate results.

Although the Branch itself is centralized, the work of the staff is decentralized. Operational and financial audits are conducted in Ministry establishments across the province. They also visit the many charitable corporations, private societies and municipalities involved in the delivery of Ministry programs in local communities. The review of claims for grants and subsidies from these agencies takes up a large part of staff time.

This year, for the first time, the Branch was required to provide the Ministry with an operational audit capability. Considerable staff training took place in this area, and some operational audits were concluded successfully during the year. More staff training will be required through 1975-76 to strengthen and improve this capability to the necessary level.

Communications Branch

The primary role of the Communications Branch is to provide information and assistance to Ontario people seeking services which the Ministry offers directly or indirectly in the community. It also promotes public awareness of the services of the Ministry through newsletters, news releases, pamphlets and audio-visual presentations.

Providing Resources. During the year under review, information officers of the Branch dealt with approximately 5,200 requests for information by telephone, 4,500 by letter and some 600 personal visits. Increasing emphasis is being laid on making resources available throughout the province to reduce the necessity for people having to come directly to the Branch for information which could be found in their own communities.

In view of the reorganization of the Ministry and the addition of the Mental Retardation Program, all basic Ministry pamphlets were rewritten. Other branches of the Ministry were also assisted in preparing or updating specialized publications. These include a revision of "Your Family Benefits Handbook", the Report on Hockey Violence, a report on day care, a discussion paper on mental retardation, a food service guide and directory for Homes for the Aged, etc. More than 400 Ministry pamphlets are in existence.

Audio-visual resources, including video, slide/tape and film, were made available to Ministry staff and agencies to assist them in making social and community programs better known. Eleven original slide/tape programs were produced in support of Ministry programs; studio facilities were used by Ministry staff on 532 occasions; and equipment was loaned 432 times. During the year, Ministry films were viewed by almost 15,000 people.

During the year, the Branch provided public relations services and personnel for a wide range of conferences and special projects. These included promotion of Senior Citizens' Week, the Sports Awards Banquet and the Ontario Summer and Winter Games. It was also responsible for organizing the Dominion Day celebration picnic on July 1, 1974 at Queen's Park.

Field Consultation. The Branch assists field personnel develop contacts in the community and to expand information and public-speaking resources to secondary schools, community colleges and universities.

Information Seminars. Thirty displays, publications and other resources, such as speakers, were also arranged for information seminars throughout the province on such subjects as child welfare, municipal social services, residential programs for the aged, the teaching of English as a second language, and recreational programs.

Internal Communications. Increasing emphasis has been placed on internal communications due to the variety of programs in a Ministry of 10,000 staff. The Branch assisted through newsletters, orientation sessions, and the encouragement of internal information.

Financial and Administrative Services Division

Accounts Branch

The Accounts Branch provides treasury-type services to the Ministry by processing all expenditures for payment and controlling appropriations.

The Branch provided accounting requirements for 15 Mental Retardation Facilities with a staff of over 8,000 employees.

A new summer program, the Retarded Summer Volunteer Program, employing 500 students, was handled.

The Branch also completed a new financial system for the bulk purchasing of prescription drugs for Homes for the Aged and Charitable Institutions.

The number of employees in Accounts Branch increased by 25 per cent.

Administrative Services Branch

Administrative Services provides the Ministry with logistic support services requiring a wide range of skills.

The Branch operates a centralized purchasing and stores service providing Head Office, District Offices and Mental Retardation Facilities with supplies required to meet every-day operational needs.

This operation requires extensive research, the tendering of commodities where bulk procurement savings can be achieved and supplying the necessary expertise to provide guidance and advice, where required, in the procurement and stores field.

The assessment of office requirements and recommendation of acquisitions and alterations to all Ministry locations ensures proper housekeeping for Head Office, District Offices and Facilities.

A centralized inventory control of machines and vehicles is maintained on behalf of the Ministry.

A centralized mail sorting, stock supply, photocopy/duplicating service in conjunction with the messenger/delivery service operates to ensure a speedy and efficient distribution of all correspondence in the Metro Toronto area. In addition the Branch provides printing service in liaison with Government Services and outside agencies.

The Branch develops and maintains ongoing programs to improve the management of records within the Ministry by reviewing records handling, storage, implementing file systems and feasibility studies of microfilm systems. Forms Management is responsible for maintaining daily and projected operations for Ministry forms.

Agency Budget Review Office

Projects completed during 1974-75. The Provincial Benefits Branch, with a staff of over 300, was relocated from the Hepburn Block to an existing Government building at 2195 Yonge Street.

Other Branch activities included:

- the Branch analyzed Head Office space requirements and block planned the use of six major Metro locations. It also relocated and obtained additional space for 13 District Offices;
- the Forms Management Section transferred from the Management and Financial Consulting Branch to the Administrative Services Branch. The Section identified, analyzed and redesigned the common forms used by the Mental Retardation Facilities;
- the Branch completed purchasing research and familiarization of the Mental Retardation Program and recommended that the Ministry take over procurement responsibilities for Facilities. Items will be grouped and bulk purchased for greater savings.

In addition, the Branch completed the following research projects:

- researched proper methods of shipping and established the Traffic Section to route all goods by the most economic method;
- researched customs methods and procedures to clear goods through customs economically and achieve costs savings to the Ministry;
- researched Ministry's photocopy needs, tendered and recommended the most economical method; and
- developed furniture and tendering procedures for mental retardation community homes.

In order to provide a central Ministry focus for financial management and control in respect to budgets of private organizations receiving subsidies towards operating expenditures, an Agency Budget Review Office was established and commenced operation on May 1, 1974.

During the fiscal year 1974-75, the 1974 and 1975 budgets submitted to the Ministry by the 50 Children's Aid Societies in Ontario were analyzed and recommendations made in regard to the amounts of the budgets to be approved by the Ministry for subsidy purposes. The 1974 and 1975 budgets and the 1974 supplementary budgets submitted for privately-operated homes for the mentally retarded were also analyzed and appraised.

Monthly and annual reports of expenditures were reviewed and remedial action taken as required. Recommendations concerning budgets and financial matters were made during the preparation of amendments to the Children's Welfare and Developmental Services legislation.

Capital Services Branch

The Capital Services Branch was formed when the Ministry reorganized January 1, 1974, as a means of consolidating the Ministry capital assistance programs.

The Branch co-ordinates capital project construction and funding to meet Ministry priorities.

Capital Services Project Officers are assigned to specific areas to facilitate and ensure equality and consistency of service throughout the province.

When a proposal is received, a Project Officer meets with sponsoring corporations, consulting architect and Ministry program staff, etc., to ensure proposals meet Ministry requirements for:

- conditional approval of a site;
- plot plans;
- preliminary sketch approval;
- design criteria for the program function as specified by the sponsor; and
- initial cost estimates being within budgeted allotment.

Project Officers are available as consultants to sponsoring corporations with respect to furnishings and equipment specifications and tendering procedures.

Capital Services Consulting Architects review and comment on the preliminary and developed drawings and specifications, including a review of the final working drawings and specifications, to ensure the proposed facility plans allow for all fire and safety regulations so that the plans may be recommended by the Director for approval by the Minister.

In addition the Branch carries out a program of planning and inspection for fire prevention and safety measures of all Ministry and agency institutions.

The Capital Services Branch also consults and advises program Bureaux and Branches in respect to long-term leases, small capital and replacement items. The Branch reviews all capital proposals that require Ministerial approval.

During the 1974-75 fiscal year, the Capital Services Branch was involved in 140 projects.

Management and Financial Consulting Services Branch

The Management and Financial Consulting Services Branch provides services to improve productivity and business management practices in the Ministry and its associated agencies.

The Branch comprises three units as follows:

Methods and Procedures. This Unit provides service related to:

- Organizational Studies — organizational review, analysis and development;
- System Studies — feasibility studies, system analysis, design and implementation planning, cost benefit analysis;
- Work Studies — work measurements, operational analysis and productivity reporting, complement determination.

In 1974-75 this Unit conducted in-depth operational analysis studies in various District Offices, and a number of minor projects related more to general consulting regarding systems, procedures, etc. in other areas of the Ministry.

Financial Development Services. This Unit provides service related to the design and implementation of new or improved financial management and control systems, procedures and practices.

It advises and assists with respect to the development and introduction of the financial/administrative aspects of Ministry legislation and policy.

In addition it offers cost/cost-sharing services (that is, assistance in costing proposals related to program, legislation or policy change or development, negotiations with other levels of government or agencies related to the determination of shareable costs, claim procedures etc.).

Management Information Systems Branch

Financial Development Services commenced major projects to upgrade all existing agency accounting and financial reporting practices, that is, conversion to management (functional) accounting. The revised reporting requirements conform with the criteria developed by the Inter-Ministry Committee on Residential Services, to which this Unit also provided input. In the cost-sharing field, it contributed significantly to the design and implementation of procedures required to obtain Federal sharing for Mental Retardation Facilities taken over from the Ministry of Health.

Financial and Management Services. This Unit provides service designed to improve the financial and business management practices of the Ministry and its associated agencies.

This service involves financial and/or management reviews and investigations, organization studies, feasibility/viability studies and applications for special financial assistance or grants.

Financial and Management Services reviews and analyzes budget submissions supporting applications for Ministry financial assistance; and it provides advice and assistance with respect to the implementation and improvement of financial and administrative systems, procedures and practices and general business management and commercial practices.

In 1974-75 this Unit conducted an in-depth management review of certain mental retardation facilities operated by charitable and other corporations and formerly funded by the Ministry of Health. In addition, a study of the planned re-organization of subsidy claim processing was undertaken, as well as an investigation of Vocational Rehabilitation workshop operations.

This Unit provided service to 116 agencies of the Ministry during the past year, compared to 48 agencies in 1973-74 and 29 in 1972-73.

The Branch serves as a focal point for enhancing the understanding and co-ordinating the planning, development and operation of automated information systems for the Ministry and its network of agencies. The goal is to have decision-making throughout the Ministry and its agencies adequately supported by applied information theory that contributes to managerial effectiveness.

The objectives to meet this goal are:

- decision makers in institutions throughout the network linked through efficient information systems that effectively support planning and control functions;
- management effectively controlling, understanding and using its information resources;
- development of automated information systems proceeding in an orderly, efficient, and evolutionary manner; and
- information systems designs blending the advancing technologies of computers, data communications, and management science into effective man/machine procedures.

The highlights of 1974-75. Early in the fiscal year, MIS/ADP plans were developed individually with other branches of the Ministry and consolidated into a three-year management overview as part of the Ministry's Multi-Year Planning (MYP) process. Later in the year, these branches were assisted in refining the first year of the MYP to develop the MIS/ADP components of the 1975-76 Estimates for senior management review.

A variety of operational trouble-shooting, continuing development, and computer program maintenance activities were co-ordinated for the Accounts Payable/Financial Reporting, Personnel, Provincial Benefits, and Vocational Rehabilitation ADP applications which had been implemented in previous years.

Personnel Services Branch

A number of feasibility and design studies were initiated and co-ordinated to completion including:

- Administrative and Data Communications among Ministry offices throughout the province;
- Grants Information System for the Community Services Division;
- Rehabilitation Information System;
- Training Information System and Employee Development Opportunity Matching System; and
- Canada Assistance Plan Claiming System for Mental Retardation cost-sharing.

Systems orientation studies were completed for the Senior Citizens' Bureau and Community Information Centres.

Four computer time-sharing terminals were installed to support catalogue development in the resource centre of the Community Services Division; to enable access and use of the National Social Security Research Library by the Income Security Division; to test the use of the Ministry of Education's Student Guidance Information Service by the Vocational Rehabilitation counsellors of the Toronto District Office; and to assist a Mental Retardation research study.

The Municipal Welfare Consulting Unit and District Directors received Branch support to assist ten Municipal Social Services Departments in their computerization efforts and, as well, to develop common approaches to automated systems for General Welfare Administration.

MIS/ADP Advisory Services were provided to five Children's Aid Societies and in addition to the Child Welfare MIS Steering Council which significantly advanced the basic studies for orienting province-wide case-management systems.

The Branch also supported several Family Services Agencies and the Credit Counselling Association of Ontario, which have undertaken the joint development of a case-recording system that can be shared by other similar agencies.

The main objective of the Personnel Services Branch is to direct its varied activities to the human resource requirements of the Ministry. It continues to seek improvement in personnel management, policy formulation and review. The Branch also provides advice, service, controls and information in consideration of the needs of its employees.

On April 1, 1974 Mental Retardation Services was transferred to the Ministry, and this large program had a significant impact upon the Branch. The Ministry complement increased from 1,832 (March 31, 1974) to 9,000 for the 1974-75 fiscal year. The Personnel Branch complement increased from 17 to 39.

Throughout the year, Branch staff acquired knowledge and maintained service while hiring and training additional staff for reorganized Branch services. In the coming year, the opportunity should be presented for the development and integration of personnel management programs and services.

Office Services. This section is responsible for the effective administration of support services. These services include processing of all employee transactions (salary increases, transfers, etc.), records and correspondence.

The significant increase in the number of employees resulted in more than 20,000 recorded employee transactions, compared with 6,400 in the previous year; considerable time and effort to revise and improve procedures and standards; conversion and merging of all employee records as a part of a more comprehensive and secure records system; considerable ongoing effort to expand and improve upon the utilization of electronic data processing systems.

In this latter regard, an employee's current record can now be viewed immediately through terminals which provide access to computerized records. Also, a variety of ministry statistics and reports are produced from the computer systems. Use of computer technology represents more efficient and effective use of staff.

This section also provides for routine employee benefits administration and information to employees on non-routine enquiries.

Staffing Section. With the transfer of the Mental Retardation Program to this Ministry, the function program of the staffing unit commenced a shift towards the review and amalgamation of policies relating to staffing matters for the Ministry's total operation. While the responsibility for direct staffing activity decreased, the section retained some direct involvement in the staffing requirements of District and Head Offices.

In July, 1974, the section acquired the services of a full-time Employee Counsellor, who conducted 11 Problem Employee Seminars, some in conjunction with the Ministry of Health, in the Ministry's Facilities and District Offices throughout the province. In addition, the Employee Counsellor provided consultative services, upon request, to managers and employees in situations involving health or addiction problems.

Employee Relations Services. This section was instrumental in resolving several grievances before they reached the arbitration stage. Of the four grievances which went before the Public Service Grievance Board, the three which the section oversaw were resolved in the Ministry's favour.

This section also represented the Ministry during Social Services, Employee Benefits and Working Conditions negotiations as part of the Civil Service team and conducted surveys on special salary problems and exclusions from the bargaining unit. It further supervised the administration of the new employee health coverage packages for both the bargaining unit and management staff.

An Employee Relations Officer was added to the section in February, 1975; development of statistical research was commenced with some involvement in the aforementioned areas. The section commenced a seminar program which will be expanded in the coming fiscal year to cover management levels throughout the Ministry.

Personnel Services Sections. There are two personnel services sections and both serve as the focal point for line and staff activities, primarily on day-to-day personnel management matters and also on all job classification assignments. These staff also serve as resources for special team projects directed by other section managers. Assistance and advice is provided throughout the province by frequent trips to facilities and district offices.

Broadbanding of management job classifications is a major project started during the fiscal year and requires considerable time and effort by staff of these sections and managers in the Ministry. The staff were also heavily involved in a variety of organizational reviews and changes, primarily in the Facilities and District Offices.

**HONOUR ROLL OF SERVICE
EMPLOYEES ATTAINING 25 YEARS OF SERVICE IN 1974-75**

NAME	BRANCH OR FACILITY
A.E. Beck	Huronian Regional Centre
E. Bradbury	D'Arcy Place
G.H. Burton	Huronian Regional Centre
A.E. Coates	Pine Ridge
J.L. Crocker	Senior Citizens' Bureau
M.K. Crowder	Rideau Regional Centre
L.G. Davis	Oxford Regional Centre
D.J. Earle	D'Arcy Place
A.P. Hill	Huronian Regional Centre
M.E. Hogg	Sports & Recreation
P.J. Hughey	Pine Ridge
M.D. Karn	Oxford Regional Centre
J.D. Macdonald	Sault Ste. Marie District Office
J.M. Main	Communications
H.J. McNair	Huronian Regional Centre
N.I. Mellor	Office of Deputy Minister
E.B. Mills	Huronian Regional Centre
G.A. Nichols	Huronian Regional Centre
L. Norman	Midwestern Regional Centre
K.G. Paul	Surrey Place Centre
L.P. Poirier	Sports & Recreation
J.R. Stevens	Huronian Regional Centre
K. Wilson	Huronian Regional Centre
G.W. Woodfine	Huronian Regional Centre

IN MEMORIAM

NAME	BRANCH OR FACILITY	DATE OF DEATH
E.M. Darcy	Southwestern Regional Centre	10-12-74
K.W. Dobson	Huronian Regional Centre	03-12-74
M.M.G. Douglas	Huronian Regional Centre	04-10-74
C.C. Dunn	Oxford Regional Centre	14-05-74
L.J. Dyte	Huronian Regional Centre	09-04-74
P. Geikie	Rehabilitation Bureau	19-01-75
G.S. Gillmore	Huronian Regional Centre	20-06-74
W.R. Hamblin	Provincial Benefits Branch	28-10-74
B.J. Jubenville	Cedar Springs	28-09-74
K.J. Kendall	Oxford Regional Centre	23-04-74
M.E. Macdonald	Rideau Regional Centre	16-09-74
D.W. Maddocks	Sports and Recreation Bureau	29-05-74
H. Mathieson	Rideau Regional Centre	06-12-74
H. Mikkelsen	Adult Occupational Centre	18-07-74
W.C. Miles	Northwestern Regional Centre	02-05-74
G.W. Moon	Huronian Regional Centre	19-07-74
C.H. Murdoch	Oxford Regional Centre	31-10-74
W. Parisien	Cornwall District Office	17-12-74
K.M. Quibell	Pine Ridge	31-05-74
C. Quick	Huronian Regional Centre	21-05-74
J.T. Quinn	Huronian Regional Centre	21-12-74
A.M. Shaw	Huronian Regional Centre	28-05-74
K. Smith	Senior Citizens' Bureau	23-07-74
R.G. Snoulten	Huronian Regional Centre	05-04-74
I.M. Stothers	Muskoka Centre	12-04-74
G.I. Stuckey	Southwestern Regional Centre	27-02-74
J.J. Van Daele	Southwestern Regional Centre	23-12-74
R.O. Whitney	Huronian Regional Centre	13-04-74
G.I. Wilson	Huronian Regional Centre	12-06-74
I.R. Younk	Huronian Regional Centre	05-07-74

Training and Staff Development Branch

The primary objectives of the Training and Staff Development Branch were to assist Ministry employees in performing their tasks more effectively through acquired skills and to utilize and optimize their total human resources for their own betterment as well as that of the Ministry.

Training Programs. Recognizing those training needs outlined in the Ministry Annual Training Plan, the Branch was able to design relevant programs. Working with a format of eight basic courses, in addition to the ongoing Field Worker training and the courses organized on request, training was provided for over 1,200 people in the Ministry and related agencies.

In addition, the following groups were reimbursed by the Branch for training conducted by outside sources:

- Civil Service Commission Courses — 83 persons
- Extension and Part Time Courses — 194 persons
- Miscellaneous Workshops and Seminars — 7 persons

Planning and Consultation. For the year under review, the Branch was heavily involved in consulting and planning the future training needs of the Ministry. Requests, recommendations, and consultation for training from any area of the Ministry are encouraged.

In addition to an assessment of training needs in various District Offices, the Branch was engaged in a variety of problem solving, team-building, time-management, organizational-development and other consultations with Ministry offices and related agencies.

Co-operation with Education Institutions. Liaison between university schools of social work and community colleges throughout Ontario, in order to engage their participation in the planning and developing of courses as well as providing educational resources for Ministry personnel, is a major part of Branch activity.

In 1974-75, the Branch provided 18 bursaries to students of social work in return for a work commitment. Field instruction was provided as part of their training.

Educational Leave. In 1974-75, 10 Ministry employees were on Educational leave. The Educational Leave Program is designed to improve the competence of employees as well as fulfil Ministry needs for better trained personnel. Those selected usually have a minimum of two years' employment with their respective Branch; demonstrate advancement potential; and are expected to return after completion of leave.

Extension Courses. The approximately 200 staff who attended extension courses, with Branch reimbursement, were involved in a range of subjects that reflected the wide variety of skills and interests among Ministry personnel.

The Branch is constantly striving to maintain and reflect the latest training techniques as well as helping Ministry branches in the development and maintenance of their own programs.

By active participation in conferences, seminars and Ministry orientation courses, the Branch attempts to maintain an awareness of the Ministry's present and future manpower requirements.

Women's Services

The Ministry Office to implement the Government's Green Paper entitled, "Equal Opportunity for Women in Ontario", opened 1 April, 1974 with the appointment of a Co-ordinator.

Extensive statistical data was gathered, illustrating a consistent proportion of women in lower-paid positions and an apparent increasing gap in the average wages paid to men and women in the Ministry.

Career development seminars were held in the Ministry, and plans are now complete for an extensive expansion of these seminars, so that 500 General Services Category and other staff may have the opportunity for this experience in 1975-76.

International Women's Year is being marked by a number of planned projects that, to date, include:

- a review of legislation to identify discriminatory wording;
- an advisory council to provide linkage from the District Offices and the Facilities with the co-ordinator's office;
- a seminar for women in the Kenora area in receipt of provincial assistance; and
- a catalogue by sex of the Boards and Committees providing social services that are funded by this Ministry.

Research Branch

The purpose of the Research Branch is to direct or advise on the research functions of the Ministry and to advise or participate in all research activities in which the Ministry may be involved, either directly or indirectly, with other jurisdictions.

The functions are:

- Providing research support, advice and assistance as required to the Ministry in the analysis of all planning and program operations including:
 - (a) the identification and monitoring of need in the community and changing social environment;
 - (b) the continuous evaluation in depth of ongoing programs and their suitability in meeting these needs;
 - (c) the identification, analysis and formulation of alternative methods of meeting the needs of the people of Ontario.
- Monitoring and assessing legislation and programs in other jurisdictions that may have impact on Ministry plans and programs.
- Acting as the main focal point for the Ministry in those matters relating to research functions, and actively liaising in this area with other ministries, policy fields, and jurisdictions and the Federal Government.
- Administering the Ministry research demonstration grant funds by recommending projects for approval and subsequently monitoring their progress, evaluating and reporting their results.
- Developing and maintaining social forecasting systems and models to provide management with early indications of changes in social trends.

Studies and Projects. Studies were completed on the adaptive behaviour of mentally retarded adults living in the community; young unmarried mothers who keep their children; tourism and outdoor recreation; multi-service centres in Ontario; an evaluation of Windsor's work activity project; Volunteer Centre of Toronto evaluation; and a battery of survey questionnaires.

Studies were commenced on an evaluation of the Ministry's parental support program; social needs in the James Bay region; evaluation of Y.W.C.A. Focus on Change project; accommodation and care of the aged; standard evaluation of work activity projects.

A number of special statistical analyses have been done in support of several projects in the program operations of the Ministry.

Research and Demonstration Grants. Seven projects which received continuing funding in 1974-75 were the Human Services Community, Guelph; the University of Western Ontario Preschool; McMaster University Home Accident and Injuries Study; Carleton University, Promoting Child Development through Home Visiting; the York Community Services Centre; the Family Service Information System; the North Frontenac Community Services.

Three new projects received funding. They are Interval House, Toronto; Carleton University, Social Welfare Education and Manpower Study; Regional Municipality of Waterloo, Health and Social Planning Study.

The Library. The Library serves as a reference and information centre for all staff within the Ministry. A total of some 8,000 books and reports are supplemented by about 600 periodicals, newsletters, annual reports of both government and private social welfare agencies. In addition a government documents collection includes federal and provincial legislation, departmental reports and Statistics Canada publications.

A monthly acquisitions list, "Conspectus", is compiled and distributed widely throughout the Ministry, as well as to other government libraries.

Program 1
Ministry Administration

Main Office	\$ 1,868,172	
Board of Review	450,944	
Soldiers' Aid Commission	50,640	
Financial And Administrative Services	3,767,708	
Program Development	9,774,593	
Communications Branch	705,666	
Research Branch	1,100,828	
Program Delivery Administration	13,193,487	
Provincial Benefits Branch	4,204,175	
Training Services	395,061	
Transfer Payments And Grants	1,067,500	
Total Program 1	\$36,578,774	

Program 1
Program Development

Office of The Assistant Deputy Minister	\$ 190,275	
Office of The Executive Director – Income Security Division	127,771	
Income Security Secretariat	126,430	
Municipal Welfare Consulting Unit	477,035	
Legal Aid Secretariat	129,140	
Office of The Executive Director – Social Services	272,038	
Children Services Bureau	1,140,354	
Minaki Day Nursery	15,248	
Special Consultant – Early Childhood Education	84,068	
Senior Citizens Bureau	771,099	
Rehabilitation Bureau	778,173	
Advisory Council On Day Care	22,725	
Office of The Executive Director – Community Services	86,093	
Sports and Recreation Bureau	3,315,762	

Special Community Projects (Alternatives)	100,271	
Special Community Projects (Youth in Action)	79,869	
Citizenship Bureau	1,216,073	
Indian Community Secretariat	575,659	
Office on Community Consultation	266,510	
Total Program Development	\$9,774,588	

Program 1
Financial and Administrative Services Division

Office of The Executive Director	\$ 54,611	
Accounts Branch	1,162,490	
Capital Services	239,036	
Management Information Systems	161,689	
Management and Financial Consulting Services Branch	331,067	
Administrative Services	1,103,677	
Personnel Services	534,265	
Agency Budget Review	45,793	
Capital Services	135,080	
Total Financial and Administrative Services Division	\$3,767,708	

Program 2
Income Maintenance

Provincial Allowances and Benefits	\$244,209,038	
Financial Support Towards Municipal Allowances and Benefits	107,344,091	
Vocational Rehabilitation Living Allowances and Expenses	9,932,026	
Total Program 2	\$361,485,155	

Program 3
Social and Institutional Services

Care Facilities for Children	\$ 74,094,261	
Residential and Support Facilities From Young Adults to Senior Citizens	75,207,751	
Sheltered Workshops	6,640,791	
Payments and Purchase of Services Arrangements for Counselling, Rehabilitative and Other Supportive Social Services	6,173,959	
Municipal and District Administration	8,326,429	
Total Program 3	\$170,443,191	

Program 4
Community Services

Community Participation and Citizenship	\$ 254,897	
Community Services for Native Peoples	1,813,164	
Recreation, Fitness and Sports	8,336,137	
Total Program 4	\$ 10,404,198	

Program 5
Mental Retardation

Mental Retardation	\$106,481,990	
Total Program 5	\$106,481,990	



Ontario

Published by the
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and Social Services

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**Report of the
Minister of
Community and
Social Services**

**45th Annual Report
for the Fiscal Year
ending March 31, 1976**

1975-1976



**Report of the
Minister of
Community and
Social Services**

1975-1976

**45th Annual Report
for the Fiscal Year
ending March 31, 1976**

**Letter of
Transmittal**

**To Her Honour
The Lieutenant-Governor
in Council**

May it please Your Honour:
The undersigned has the honour
to present the 45th Annual Report of
the Ministry of Community and Social
Services for the fiscal year ending
March 31, 1976.

Respectfully submitted.

A handwritten signature in dark ink, reading "Keith Norton". The signature is fluid and cursive, with the first name "Keith" and last name "Norton" clearly distinguishable.

Hon. Keith Norton,
Minister
February 23, 1977

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Deputy Minister's Report

A challenging aspect of contemporary life, reflecting the changing social patterns of our times, is the necessity of constant flexibility and innovation in providing social services to a society whose needs and priorities are constantly shifting.

During the 1975/76 fiscal year, the Ministry placed special emphasis on careful assessment of these needs and priorities to determine how best to service our provincial publics, now and in the future.

In this period, the Ministry expanded services in such areas as day care and mental retardation. Major accomplishments towards the government's objective of integrated community living for the retarded included the opening of 17 residences and four sheltered workshops.

On the principle that causes as well as cures must be sought, the Ministry financed a growing research program on a wide spectrum of subjects, including emotional problems among deaf children and the role of genetics in mental retardation.

Recipients of public assistance were provided with increased help towards finding employment, with the Ministry allowing greatest expansion for those services designed to increase self-sufficiency and fuller participation in the life of their community.

Continuing evaluation of all programs was pursued to determine the best possible use of financial resources.

A government-wide financial restraint program was first announced in April 1975. This Ministry then set about dealing with inflation-caused cost increases, postponing capital projects. Further restraint measures were announced in December, some to take effect then, most in the following fiscal year. Proposed capital projects and debt retirement intentions were postponed and a serious

re-evaluation of Ministry policies, programs and procedures begun, to comply with over-all government guidelines.

The Ministry's general policy became one of separating essential programs from those which, although desirable, were not essential, and to restrain social service spending without lowering the quality of necessary assistance.

Over the past five years, spending for programs now within this Ministry had grown from some \$363 million to \$992 million – an average annual rate of about 20 percent. While reflecting the growing importance of social services to Ontario society, the size of this allocation made it imperative that strict standards be applied to ensure the most efficient use of monies.

During the past fiscal year, various sections of the Ministry were merged to avoid duplication and to increase effectiveness. Where there was need to make services more accessible to various parts of the province, the former were decentralized.

A province-wide data communications network was established to facilitate interaction between staff and administrators. Economies were effected through a new system of purchasing and an improved system of forecasting budgets.

A glance at the contents page of this report suggests the broad scope of Ministry services and the extent to which they are an essential part of a modern, caring society.



Dr. Dorothea Crittenden
Deputy Minister

Statutes Administered by the Ministry of Community and Social Services as of March 31, 1976

The Blind Persons' Allowances Act	The Homes for the Aged and Rest Homes Act
The Charitable Institutions Act	The Homes for Retarded Persons Act
The Child Welfare Act	The Indian Welfare Services Act
The Children's Boarding Homes Act	The Ministry of Community and Social Services Act
The Children's Institutions Act	The Soldiers' Aid Commission Act
The Day Nurseries Act	The Vocational Rehabilitation Services Act
The Developmental Services Act, 1974	The Welfare Units Act
The Disabled Persons' Allowances Act	
The District Welfare Administration Boards Act	
The Elderly Persons Centres Act	
The Family Benefits Act	
The General Welfare Assistance Act	
The Homemakers and Nurses Services Act	

The Office of the Assistant Deputy Minister, Social Resources, is responsible for facilitating the delivery of services through the District Office network; the Provincial Benefits Program; Municipal Welfare Consulting Program; Social Services Programs which include Day Care, Child Welfare, Senior Citizens, and Vocational Rehabilitation; and, in this fiscal year, Training and Staff Development Programs. *Developmental Resources, responsible for servicing the mentally retarded, became a separate office, in May 1975.*

Social Resources, as the name implies, is also committed to encouraging social planning and fostering the development of social resources throughout Ontario communities. This involves developing and maintaining an organization which allows for any necessary decentralization of decision making and for co-ordination and integration of Ministry programs at the local level.

District Directors are now under the administrative authority of two executive co-ordinators, one for Southern Ontario and one for Northern Ontario.

Work continued on the Data Communications Project with completion of the functional requirements and technical design of a Ministry-wide data communications network.

To support increased budgetary responsibility delegated to Program and District Directors, a computerized financial planning system was developed.

The province is divided into two areas to develop and maintain a field organization which encourages decisions at the local level. Each area is headed by an Executive Co-ordinator, responsible to the Assistant Deputy Minister, who directs and co-ordinates local resources and manpower through the District Directors. The Northern Area has six District offices; the Southern Area, 13. More than 40 additional *local* offices report to their respective District administration.

The Districts, increasingly the source of decision-making, are assuming responsibility for planning assistance to and delivery of such programs as Provincial Benefits, General Welfare Assistance, Vocational Rehabilitation, Day Nurseries, Legal Aid Assessment, Homes for the Aged and Community Mental Retardation Services.

As a result of developments over the past year, the number of new specialists on staff better reflects community requirements. For example, the Districts now give consultation to agencies providing day care, to senior citizens' organizations, and to municipalities. Increased emphasis is being given to the use of community agencies as opposed to developing internal capabilities. This involves purchase of service arrangements and additional use of volunteers.

District Directors have helped to promote the merging of social planning with physical planning activities. Vocational rehabilitation responsibilities have been decentralized so that many are now handled by District Offices. Local selection committees have been set up to approve training plans for clients. In addition, the gradual decentralization of the payment of accounts will provide better service to community suppliers. District Offices have been encouraged to develop management-by-results contracts for greater efficiency.

Northern Ontario

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Telephone: 547-2801

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2090 Wyandotte Street E.,
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York-Peel

20 Nelson St. W.,
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Provincial Benefits Branch

The major activity of the Provincial Benefits Branch continues to be the administration of The Family Benefits Act and Regulations, the purpose of which is to assist people likely to need help over an extended period. Financial assistance and other benefits are provided for aged, blind, disabled and permanently unemployable persons, mothers with dependent children and foster parents caring for foster children.

Applications and reports are completed by staff of the District Offices. Decisions concerning eligibility and the amount of assistance to be given are made in the Provincial Benefits Branch. All decisions are conveyed to applicants and recipients by letter, including notification of the right to appeal.

To determine eligibility and amount of assistance, an assessment is made of the applicant's basic and special needs, family situation, liquid assets and available income.

Through premium-free health insurance, all recipients of Family Benefits may obtain medical and standard hospital care as well as free prescription drugs listed in the Drug Benefit Formulary of the Ministry of Health.

Dental care is provided to recipients and dependent children. In July 1975, the cost of purchase, replacement and repair of eyeglasses and hearing aids was added to benefits available. In the first nine months, 18,117 requests for eyeglasses at a total cost of \$753,350 and 231 for hearing aids, at \$33,930, were processed.

Within the Family Benefits Program, the disabled and blind receive a monthly guaranteed income under the Guaranteed Annual Income System (GAINS-D). On May 1, 1975, the rate for

a single person on GAINS-D was increased from \$230.50 to \$240 and, on October 1, 1975, to \$250. At March 31, 1976, there were 43,115 GAINS-D recipients compared to 39,647 the previous year.

Three other significant improvements in the Family Benefits program took place during the year. Beginning July 1, a monthly work-expense item was introduced, allowing an exemption of \$10 for the recipient and \$5 for each additional person to a maximum of \$25 per family. In addition, to assist recipients who wish to re-establish themselves in full-time employment, provision was made to continue allowance payments, at reduced rates, and other benefits for three months. These *phase-out* payments are \$100, \$75 and \$50. Also a major importance was the introduction of special August payments for all child beneficiaries of the program, primarily to help with the added cost of returning to school.

In October, 1975, federal Spouses Allowances became effective, providing benefits for spouses of Old Age Security pensioners over the age of 60. By the end of March, 1976, approximately 2,000 former Family Benefits recipients had qualified and had either become ineligible for Family Benefits or remained eligible at a reduced rate.

Computer program development has been continued with new systems designed for overpayments on inactive cases and the maintenance of persons residing in facilities for the mentally retarded. Again, despite a growth of 10,000 cases and newly assumed responsibilities, these developments were of prime importance in enabling the Branch to operate with 29 fewer staff members than in 1974-75.

At March 31, 1976, there were 101,953 persons receiving Family Benefits Allowances. Included were: 38,600 single persons; 61,021 families with or without dependent children; and 2,332 foster parents. Single persons receiving assistance were mostly disabled, permanently unemployable or blind, and there was a small number of persons over 60. Of the family cases, 6,234 were medically disabled or unemployable fathers; 41,595 were mothers with dependent children; and the remainder were couples, one or both of whom were blind, disabled or aged. In total, there were 218,078 beneficiaries.

The Branch also administers 23 Blind Persons' Allowances and 56 Disabled Persons' Allowances.

Responsibility for the co-ordination of Legal Aid Assessment activities of the Ministry was transferred to the Branch in June 1975. There were 103,915 persons referred to the Ministry for interview and assessment, an increase of 12,080 over the previous year.

Municipal Welfare Consulting Branch

This Branch assists and advises municipalities in the administration of The General Welfare Assistance Act and Regulations through the offices of the District Directors of the Ministry.

General Assistance

Financial aid is provided by municipalities or Indian bands to heads of families or single persons in need who reside in municipalities or on reserves. Eligible persons who reside in an area without a municipal organization are assisted through the Ministry's northern District Offices.

In March 1976, the major categories of people on General Welfare Assistance were: people unable to find work (34.8 per cent); sole support mothers (25.9 per cent); people in temporary ill health (20.5 per cent); and those suffering permanent ill health (10 per cent). The remaining categories – students, the elderly, foster children and others – each represented less than 5 per cent and totalling 8.8 per cent.

In most cases, sole support mothers move from General Assistance to Family Benefits if they need long range help.

Supplementary Aid

Supplementary Aid may be granted at municipal discretion to recipients of Old Age Security, Family Benefits and Vocational Rehabilitation allowances in order to help meet unexpected fuel or shelter costs.

A municipality may also grant Special Assistance, usually to those in receipt of General Assistance, to cover optical and dental needs, prosthetic appliances, vocational training and other specific requirements.

Consolidating Services

As of March 31, 1976, there were 38 Consolidated Units comprising 21 counties, six Districts and 11 Regional Municipalities. This provision of services, on a large base, results in a better service to residents than can be provided by independent municipalities.

Indian Bands

Indian bands living on reserves may choose to assume the responsibility of administering social assistance to their own people on the reserve. At present, 77 bands have been approved to administer their own social services.

The Ministry's District Offices work closely with chiefs and councils and are always available when advice or support is required.

District Offices are involved in training programs, and courses for Band Social Service Administrators are conducted in centres convenient to reserves. In this way, local problems can be identified and solved.

Homemakers and Nurses Services

The intent of The Homemakers and Nurses Services Act is to preserve, maintain and strengthen family life during illness or absence of a mother, or other persons in charge of a child, and to assist elderly, convalescent, handicapped, chronically ill or otherwise disabled persons to remain in their own homes whenever possible.

When a household requires improvement in its standard of management and child care, in order to avoid family or financial difficulties, a Homemaker may be provided to help prevent the need of public assistance. These flexible services make it possible to respond to a wide variety of health and social service needs.

During the year, the cost of nursing services was \$1,897,572. Nurses made 201,204 visits to 6,137 patients.

Homemaker services cost \$6,604,425. Homemakers worked 1,643,551 hours, servicing 36,675 individual cases. Services are provided by three visiting homemaker associations, 54 branches of the Canadian Red Cross Society, other non-profit groups, commercial agencies and individuals.

There are 12 municipalities and two Indian bands who employ homemakers, usually to teach home management skills.

Visiting-nurse service in the home is provided on the instruction of an attending physician. This service is supplied by 33 branches of the Victorian Order of Nurses, two branches of the St. Elizabeth Visiting Nurses' Association and individual registered nurses.

Both homemaker and nurses services are available to people in need directly from municipalities or Indian bands or under a fee-for-service agreement between the municipality or Indian band and the supplier.

Grants are available to persons, municipalities, Indian bands and other organizations towards the cost of approved training courses for homemakers. It is expected that this will encourage the development of services throughout the province, particularly in remote areas where educational resources are limited.

Social Services Division

The Social Services Division co-ordinates program administration of Child Welfare, Day Care, Rehabilitation and Senior Citizens' Services.

In addition the office carries the responsibility for:

Family Crisis Program

This is a *demonstration program* designed to develop a range of services for people facing the crises of family breakdown. Its objectives are to prevent or reduce family problems, to avoid prolonged dependence on public assistance, and assist parents to fulfill their parental obligations.

A research project being undertaken in Hamilton is designed to identify the social service and other needs of *separating-families*. Counselling service is purchased from a family service agency. An Owen Sound and Grey County project has been approved to provide direct counselling and referral service to separating parents and their children. The Ministry has provided consultation to communities requesting support for their Family Crises Intervention Projects.

Home Economics Program

The consulting services of home economists are available to all branches of the Ministry for any aspect of home economics. Also, public lectures are given. Therapeutic diets recommended by physicians for recipients and beneficiaries of social allowances are assessed and costed. Consultation on food services is provided to: Homes for the Aged; Senior Citizens' Centres; Mental Retardation facilities and residences, and Day Care Centres. Consultation on kitchen equipment is given and any major expenditures for food service equipment is supervised for the Senior Citizens' Branch.

This year, a Food Service Guide was prepared for use by all people concerned with food service in Charitable and Municipal Homes for the

Aged, and a Planning Guide was prepared for community-sponsored housing. Educational programs for food service supervisory personnel at the post-secondary level were evaluated and approved.

Instructional sessions were conducted for staff in Provincial Benefits, Senior Citizens and Day Nursery Branches.

Child Abuse Committee

The Ministry's Child Abuse Committee was formed to deal with the problem of the abuse of children. In February, it sponsored a seminar on Child Abuse, bringing together experts from various disciplines to make recommendations for improved methods of detection, treatment and prevention. The seminar report was widely distributed. Subsequent regional inter-professional seminars have been encouraged and funded by the committee, the first two seminars being held in Windsor and Kitchener/Waterloo. Also, an Interministerial Advisory Committee on Child Abuse was formed. In co-operation with the Hospital for Sick Children in Toronto, this committee produced and distributed a public information brochure entitled *The Abused Child*.

Child Welfare Branch

With the creation of a distinct Day Care Branch in February, 1976, the functions of Child Welfare and Group Residential Care were consolidated into the Child Welfare Branch.

This Branch:

Integrates a wide range of services to children and their parents, including alternate guardianship, foster and residential care, residential treatment, individual and/or family counselling; co-ordinates a comprehensive adoption service including provincial, national and international adoption matters that pertain to Ontario; co-ordinates child welfare policy in the province; provides grants and consultations to provincial organizations and those involved in service to children and their parents; and supervises and partially finances homes for normal children and young people who cannot live at home, as well as for developmentally handicapped children, unmarried mothers, and retarded persons of any age.

Adoptions

During the year, 156 children were adopted through the syndicated newspaper column "Today's Child" and the CTV network television program "Family Finder". Many of these were older children and a number of them were handicapped. Adoption placements were also facilitated through group meetings organized by Children's Aid Societies and bi-monthly bulletins published by the Ministry.

After a lengthy study in which all provinces and territories participated, the National Adoption Desk was organized under the federal Ministry of Health and Welfare. It is a registry of adoptable children over the age of two, and of families who want to adopt. Increasingly, interprovincial placements are occurring.

There is continuing ministry emphasis on Ontario children, and with the shortage of infants, Children's Aid Societies are concentrating on the recruitment of suitable adoptive families for older and handicapped children.

The Ministry was also involved in an air lift of Vietnamese children in June, 1975, and 57 were placed in Ontario homes. As well, in response to requests from potential adoptive families, two Ministry staff members were flown to Korea by International Social Services to escort Korean children to Ontario families.

In February, the Committee on Record Disclosure to Adoptees was formed, consisting of representatives of adoptees, adoptive parents and interested professionals working in the field – a lawyer, a social worker, a professor and a journalist. The committee's mandate was to develop a provincial policy regarding disclosure of records to adoptees and to test the public's feeling through open forums around the province. The committee first met in February and, in March, started its public forums and its work on a report to the Minister.

Children's Aid Societies

The Child Welfare Section continued to provide advice and supervision and to assist, in a variety of ways, the services of Ontario's 50 Children's Aid Societies.

During the past year, the number of unmarried mother, child care and adoptions cases continued to decrease, while the number of cases involving services to families with children not in the care of the Children's Aid Societies continued to increase. As a result, there has been an increase in the number of staff who work with families that do not have *children-in-care*.

As shown in the following chart, there are slightly fewer children under the age of five in the care of Societies, a continuing decrease in the ages five to 12, and a marked increase in the group of 13 to 17 years of age.

Number of Children— in-Care at Year End	1970	1971	1972	1973	1974	1975
Under 1 year	3,618	2,357	1,993	1,622	1,344	1,378
1 and 2 years	1,410	1,219	1,037	875	794	803
3 and 4 years	1,114	978	822	808	759	697
Total Under 5 Years	6,142	4,554	3,852	3,305	2,897	2,878
5 to 12 years	5,779	5,602	5,323	4,796	4,432	4,149
13 to 17 years	5,110	5,385	5,578	5,805	5,886	6,356
18 years and over	776	778	366	363	503	521
Total Children in Care of CAS at Year End	17,807	16,319	15,119	14,269	13,718	13,904

Children's and Youth Institutions

This section of the Child Welfare Branch ensures that a good home is provided, in supervised residences, for many children and young people who cannot live at home. They may be handicapped or retarded, unmarried mothers, or youngsters with acute personal problems.

Consultation with the Branch begins in the first stages of planning and construction of residences. Private charitable organizations, such as religious or fraternal groups, who initiate programs and build residences, receive financial and advisory assistance from the Branch. This supervision is continued following completion of a residence, through regular visits by Branch staff.

Residences for children and youth in Ontario are approved under four items of provincial legislation: The Children's Boarding Homes Act, The Children's Institutions Act, The Homes for Retarded Persons Act and The Charitable Institutions Act. The total number of children in residence during the year was 8,246. Of these, 3,175 were still in residence at the end of the year.

Boarding Homes

Residential programs for normal, mildly disturbed, retarded or mentally handicapped children are provided by homes approved under The Children's Boarding Homes Act. During the year, 120 licenced boarding homes operated in Ontario with accommodation for about 1,200 children.

Children's Institutions

These residences serve children and young persons under 21 years of age. One institution, with 114 beds, was transferred to the Ministry of Correctional Services in June 1975. At the end of the year, 45 approved institutions were in operation, with a total bed capacity of 989. Provincial grants and subsidies are provided under the Act.

	Number of Residents in Children's Institutions		
	<i>Males</i>	<i>Females</i>	<i>Total</i>
Beginning of year	582	275	857
Admitted during year	1,173	684	1,857
Total residents during year	1,755	959	2,714
Discharged during year	1,227	710	1,937
In residence end of year	528	249	777

Homes for Retarded Persons

The Homes for Retarded Persons Act provides grants and subsidies to groups interested in setting up community residences for retarded persons. There is no upper or lower age limit on such residences. Homes for the care of children are separate from those for

adults. These homes are often associated with a workshop or other type of training facility such as a farm or small industry.

In January 1976, administration of The Homes for Retarded Persons Act was transferred to the Mental Retardation Community Services Branch although the Children's and Youth Institutions section will continue supervision of homes to ensure they meet with provincial and local standards. (See page 17).

Charitable Institutions

Homes for Unmarried Mothers.

The Branch funded and supervised 12 homes for unmarried mothers with a capacity of 284 women. In addition to accommodation, these homes provide various services to residents, including education, counselling and guidance. Care is also given to a small number of infants. Several homes have modified their services to extend care to teenage girls who are not pregnant but have other problems.

Number in Homes for Unmarried Mothers	
Beginning of year	175
Admitted during year	1,038
Total residents during year	1,213
Discharged during year	1,026
In residence end of year	187

Youth Residences. Attention in the early years to the needs of youngsters who do not have an acceptable home can often provide help to children who otherwise might be overwhelmed by social and personal problems. Residential accommodation is vital to these children. The role of the Ministry is to ensure that residences provide the highest standards of care.

These residences receive provincial subsidies to care for such troubled young people. There are eight homes under this program with a total capacity of 127.

Number in Youth Residences			
	Males	Females	Total
Beginning of year	26	57	83
Admitted during year	1,017	561	1,578
Total residents during year	1,043	618	1,661
Discharged during year	1,020	558	1,578
In residence end of year	23	60	83

Day Care Branch

During the year, the Day Nurseries function was re-established as a separate branch within the Ministry. It had previously been part of the Children's Services Bureau. The function of the Day Care Branch, in conjunction with the District Offices of the Ministry, is to administer The Day Nurseries Act.

The Branch licenses and supervises all group programs outside the school system for normal children below ten years of age and for handicapped children under 18.

Municipal centres care for about 5,600 children in full day, and 1,000 in half day, programs.

The Branch also ensures, in conjunction with municipalities, that the care provided to children in approved private day care homes is of the standard required by The Day Nurseries Act, paying operating subsidies in the manner set out by legislation. About 3,177 children were placed in private home day care programs.

In addition to its statutory functions, the Branch responds to interest developed in local communities to study and meet local needs for day care. It helps develop related community services for the improvement of child care, and reviews standards to ensure that adequate levels of service

are provided in the most economical way. It notes the development of day care programs throughout Ontario to equalize availability of services where needs are indicated.

Working in conjunction with Capital and Administrative Services Branch, District Offices and, where applicable, the Mental Retardation Community Services Development Branch, the Branch approves day care establishment projects.

The day care program, including group care in all-day and part-day programs along with private home day care, continues to expand rapidly.

Handicapped Children

There were 1,661 handicapped children in 81 centres compared with 1,568 in 82 centres in 1974-75 - a placement increase of 6 per cent. There are now 15 developmental centres, as compared with 10 the previous year. The integration of programs for handicapped children with programs for normal children is continuing.

Indian Bands

In 1975-76, fourteen Indian bands administered their own day nurseries on reserves and one purchased services of a municipal day care centre for its children. Three bands expanded their services and the capacity of all centres is now 500.

The Ministry continues to encourage band members to take Early Childhood Education courses. Two special programs designed to qualify native persons as assistant day nursery teachers were offered during the year. Already, 95 per cent of staff is made up of members of the Indian community. The Ministry also encourages the establishment of day nurseries for non-status Indians living off reserve lands in cities and small communities.

Unorganized Territories

The provincially administered day care centre in Minaki continues to operate successfully. In addition to this nursery, the Ministry has entered into agreements with municipal centres to purchase day nursery services for children living in unorganized territories.

Municipally Operated Nurseries

There are 115 municipally-operated all-day nurseries with a placement of 5,626 children and 38 municipally operated half-day nursery schools with a placement of 1,005.

Purchase of Service Group Care.

The number of children of low-income families whose private nursery fees were supplemented by their municipality increased from 4,017 in 1974-75 to 5,435 in 1975-76, an increase of 35 percent.

Private-home Day Care.

The private-home day care program continues to gain momentum. This program is proving useful in providing supplementary care for children in half-day kindergarten programs, and for the care of infants and young school-age children. It proves less expensive than group care because of the capital cost savings.

The number of placements in private-home day care increased from 1,950 in 1974-75 to 3,177 in 1975-76, an increase of 63 per cent.

Nurseries Operated by Approved Charitable Corporations

There are now 32 charitable corporations approved under the Act to operate day nurseries and receive financial assistance. Many of these corporations are parent controlled and for the most part include parent participation in the daily program. There are 270 such co-op nurseries in Ontario, a

gain of 20 over the previous year. Most provide care for part of the day, but a growing number operate the full day.

Parent co-op nurseries work with co-op councils. Councils co-ordinate the respective responsibilities of staff and parents of member nurseries, provide a high standard preschool program for children and an incidental learning experience for involved adults.

There are a number of co-op nurseries in elementary and secondary schools which, although autonomous, function in close liaison with the principal and staff. Demonstrating as they do the value of parent participation in children's education, they are working models of a method of bridging the gap between home and school.

Advisory Council on Day Care

The second report of the Advisory Council on Day Care was published in June, 1975. The Council's activities ended with the submission of the third and final report to the Minister in January, 1976.

Expenditure

Provincial expenditures for operating costs in transfer payments for day care purposes were \$28,061,600 in 1975-76.

Rehabilitation Branch

The primary role of vocational rehabilitation services is to develop, restore or improve the working capacity of physically or mentally handicapped persons to enable them to obtain employment at their optimum capacity. This includes employment in the open labour market, sheltered or homebound employment, self-employment or the occupation of homemaker.

The Branch had a field staff of 177 counsellors and supervisors in 36 offices throughout the province. Counsellors interview clients to assess their capabilities, to arrange for medical restoration; for training, tools and

equipment; for transportation and living expenses; and to assist with job placement. They also work in the community to develop and co-ordinate rehabilitation services for handicapped persons. During the fiscal year, 7,213 handicapped persons were referred for vocational rehabilitation. Services were initiated for 5,017 handicapped, a total of 11,799 received one or more services and 2,103 of these were assisted in finding employment.

Services

Psychological testing and specialized medical, educational, workshop and work assessments are used by counsellors. The Ministry does not operate rehabilitation centres but uses community sources. Rehabilitation workshops, supported through operating and capital grants, are an important assessment resource as are educational institutions and competitive work situations. Assessment services in 1975-76 cost \$1,777,100.

Restoration services to enable handicapped persons to achieve their best physical level include artificial limbs, braces, wheelchairs, dental services and drugs. The cost of these services was \$930,200.

Work adjustment training, offered primarily by rehabilitation workshops, was provided for 1,165 persons; 606 attended post-secondary courses at community colleges; 419 were sponsored in university programs; academic upgrading and basic skill training was made available to 529; 73 were enrolled in private trade school programs; and high school courses were provided to 75. In addition 269 persons were trained on the job and 188 received other training. The Branch covered the cost of educational courses, books and supplies and contributed half of the wages paid by employers who provide on-the-job training. Training services during the year totalled \$3,143,300.

Maintenance Allowances

Maintenance allowances and special transportation expenses are paid to handicapped persons while they are in formal assessment or training programs. The monthly maintenance allowance range includes: \$197.40 for a person with no dependents who lives at home; \$231 for a person with no dependents who lives independently; \$399 for a person with four or more dependents. An additional monthly payment of \$113.40 is available under special circumstances. Program cost was \$3,703,600.

Financial Aid to Rehabilitation Agencies

Grants totalling \$873,200 subsidized staff salaries in those voluntary organizations providing rehabilitation services to disability groups which have highly specialized needs. A full range of services is available primarily to persons with hearing or sight impairment, who are either mentally retarded or have spinal injuries.

Financial Aid to Workshops

Approved rehabilitation workshops, operated by voluntary organizations, totalled 137 in 1975-76, an increase of six over the previous year. As of March 31, there were 5,543 handicapped persons in attendance. Workshop operating grants, to a maximum 80 per cent of their approved costs, totalled \$10,336,000.

Capital grants of 80 per cent of approved costs are also offered to voluntary organizations for the construction, acquisition, alteration or renovation of rehabilitation workshops, as well as for the purchase of basic furnishings or equipment. Forty-nine voluntary organizations received capital grants in 1975-76, consisting of 14 capital construction grants totalling \$1,452,100 and 35 capital equipment grants totalling \$250,500.

Rehabilitation Adjustment Programs

The Branch supervises the comprehensive pre-vocational rehabilitation projects administered by municipalities under The General Welfare Assistance Act. Their objective is to remove personal, family and environmental barriers to vocational training and employment. Participants are given an opportunity for social and educational development within a working environment. Eighty per cent of the cost is provided by the Branch. Fifteen projects were funded in 1975-76 along with two planning projects. More than 800 persons were served at a cost of \$698,300.

Senior Citizens' Branch and Office on Aging

Helping the elderly to be self-sufficient and continue participating in community life is the primary purpose of the services and programs of this Branch. It works to create conditions that encourage enjoyment of old age and promote greater understanding of this stage of life by the rest of society.

Services and Programs

Enabling individuals to live in their own homes as long as possible, and involving them in community activity means the provision of social, day care and service centres, and clubs usually run by members, as well as community outreach programs such as Meals-on-Wheels and day care from homes. The Senior Volunteers in Service program for smaller communities provides retired people with an expense allowance to act as information sources for other senior citizens and to assist them.

These programs are essential, since 95 per cent of seniors in the province live on their own or with relatives. For those unable to do this, 178 charitable and municipal homes for the aged accommodated 25,000 persons.

Homes for the Aged.

The Ministry subsidizes these Homes offering residential or extended care in an attractive setting that includes planned activities and opportunities for self-enrichment. All accommodation and services are based on ability to pay, with financial subsidy available if needed.

Elderly Persons' Centres.

There were 91 Elderly Persons' Centres established under the legislation (where various social and service delivery activities are provided by a municipality or non-profit organization on a daily basis) and 24 Day Care or Drop In Centres within municipal and charitable Homes for the Aged. Vacation care for up to four weeks for seniors who normally live with their families is now offered by 69 Homes.

Financial Support.

Subsidies and grants for senior citizen facilities and programs in 1975-76 amounted to almost \$92 million, an increase of 29.9 per cent over the previous year.

Five-Year Expenditure Trend		
	<i>Amount</i>	<i>% Increase over prev. year</i>
1971-72	\$27,652,000	—
1972-73	51,684,000	86.9
1973-74	57,992,000	12.2
1974-75	70,755,000	22.0
1975-76	91,898,000	29.9

Extended Care for seniors under this ministry was introduced April 1, 1972.

Research.

The Ontario 20 Year Longitudinal Study on Aging, 1959-1978, completed its 17th year with some 59 per cent of the original 2,000 subjects still involved. They began participating on their 45th birthdays and are now 62. Some findings were presented by the Director to

Training and Staff Development Branch

the 10th International Congress on Gerontology in Jerusalem in June 1975. These included the trend towards use of leisure time for more service-oriented and educational pursuits rather than pure recreation; also noted was a more realistic acceptance of retirement than was shown in the first two years of the study. At the same Congress, the Deputy Minister, Dr. Dorothea Crittenden, co-chaired a symposium on "Legislation and the Aging."

Privilege Card.

The Ontario Senior Citizens' privilege Card was introduced last fall and more than 750,000 cards have been issued. The cards carry the name and signature of the holder (with Ministry of Health's drug benefit number if owner is eligible.) The card also allows senior citizens free or reduced admission rates to Ontario provincial parks, many historical and cultural sites, and a growing number of businesses.

Assistance to Organizations.

Grants-in-aid from the main office of the Ministry assisted the Canadian Association on Gerontology, the Canadian Geriatrics Research Society, and the Senior Citizens' Centres Association of Ontario.

Information Services.

The growing number and complexity of programs and services for the elderly in Ontario is reflected in the Ministry's extensive information programs. A resulting publication, *Resources for Senior Citizens*, summarizes all available assistance. This Branch, and the Communications Branch, helped promote the 5th annual Senior Citizens' Week in June, an event designed to create a more positive attitude on everyone's part towards aging.

The main function of the Training and Staff Development Branch is to train Ministry personnel involved in the delivery of social services, including field workers and counsellors who work in the areas of rehabilitation and mental retardation.

Training Programs

Branch representatives visited all District offices to help identify training needs, prepare an annual training forecast, and locate local or central resources to meet those needs. Close liaison was maintained with the training organization within Mental Retardation facilities.

In keeping with the government-wide financial restraint program, educational assistance available to Ministry personnel was somewhat curtailed. Applicants were required to be specific in justifying their requests for help. The bursary program was discontinued because of student aid programs administered through the Ministry of Colleges and Universities. Degree course educational leave was being phased out.

Planning and Consultation

Emphasis is on in-service education provided at relatively low cost. However, assistance is still available for courses, seminars, workshops and training conferences directly related to an individual's duties. Direct service retraining and upgrading courses are provided. The Training Branch was assisted in organizing local programs as required.

At year's end, basic training was being designed and implemented to be provided at a central location to field workers and rehabilitation counsellors.

Training for field workers will use a *competency-based* approach based on the results of a task analysis project which produced a list of skills

required of field workers. It will be supplemented by continuing education and development at the district level.

Assistance was given to the Children's Aid Society in using the same task analysis to define the role of Children's Protection Service Workers.

Similar training activities are conducted at Ministry-related agencies and, where direct costs such as tuition, travel and accommodation are involved, a subsidy is granted on the same cost-sharing basis as other charges.

Further to organizing and providing funds for centrally located courses and seminars on preventive orthopaedics, the Branch has assisted in organizing training related to activities such as labour relations seminars and Ontario Municipal Social Services Association meetings.

Approximately \$250,000, exclusive of salaries, was expended by the Ministry in the direct provision of training activities for 6,000 Ministry participants. In addition, the following courses, attended by 373 persons, were paid, through employee reimbursement, by the Branch:

Civil Service Commission courses, attended by 90 persons;

Extension courses, attended by 150 persons;

Seminars at community colleges, attended by 4 persons;

Seminars at outside resources, attended by 2 persons;

Training and Staff Development Branch activities, attended by 127 persons.

An additional 17 persons were granted educational leave, ten of them assessed to the Mental Retardation budget and seven to Training and Staff Development. Participation was four males to every six females; 16% of all participants were from Social Resources and 84% from Developmental Resources.

Developmental Resources

Mental Retardation Facility Services Division

The Office of the Assistant Deputy Minister, Developmental Resources, was established in April 1975 to provide services for the developmentally handicapped of the province. This area of responsibility, assigned to provide services for the retarded in as normal an environment as possible, moved from the Ministry of Health to this Ministry in April, 1974. The long-term goals of the Developmental Resources Group are to reduce the incidence and severity of mental retardation and to increase the opportunities for normal living for all mentally retarded people.

The success of the Group during the past year has been due not only to the work of the staff but to the spirit of service and co-operation among more than 500 volunteers in the 19 district working groups in the province. Other contributions include the thousands of members of Associations for the Mentally Retarded; the staff of the Ontario Association for the Mentally Retarded; the highly involved parents of the developmentally handicapped people; members of the public who must accept them as fellow citizens; neighbours and friends.

Two divisions have been established: the Mentally Retarded Facility Services Division, with prime responsibility for administration of both provincially-operated (Schedule I) and board-operated (Schedule II) facilities in the province, along with consulting support and evaluation services within those facilities; and the Mental Retardation Community Programs Division, responsible for appropriate community-based programs and services, all with the object of helping the mentally retarded to become as independent as possible.

During this second year of full operation, the Division administers a full range of high quality treatment, training programs and services in facilities, and has conducted programs of research, education and prevention. It supports and promotes development of community programs and accommodation alternatives – the provision of homes with a less institutional atmosphere – to encourage assimilation of the developmentally handicapped into society.

The Division completed the transfer from the Ministry of Health of three additional mental retardation facilities at Brockville, North Bay and St. Thomas, and it assumed responsibility for eight community board-operated facilities, funded 100 per cent by the Ministry. The majority of these serve severely retarded children.

In September, 1975 it opened the Oaklands Regional Centre, Oakville, as a 150-bed facility which admitted its first residents in December. The Division assumed responsibility for four Diagnostic and Assessment Centres for the Developmentally Handicapped, located in Hamilton, Ottawa, Sudbury and Windsor, whose services are funded by this Ministry. It participated in the establishment of a board of management for the Cochrane-Timiskaming Resource Centre, Timmins, which held its inaugural meeting in February, 1976 and established the 100-bed Blue-water Centre at Goderich to serve the needs of adults in Bruce, Grey, Huron and Perth counties.

The Division is participating in the completion of the Needs Analysis Survey which provides statistical bases for the planning of new programs in Schedule I and II facilities, in implementing a functional budgeting system in all Schedule II facilities and in completing a review of all Schedule I facilities to ascertain that treatment, training and services, available to each resident meet the Program/Care standards established by each facility.

Residential and Consulting Services Branch

This Branch was established in June, 1975 to co-ordinate and direct the activities of administrative, professional and service-oriented consultants with a view to improve the overall efficiency and effectiveness of the facility operation.

The Branch was responsible for the funding of 18 Schedule I and nine Schedule II facilities which provide care, treatment and training to approximately 8,000 persons. It also supervised about 200 residents in approved homes under the jurisdiction of Schedule I facilities, and funded four Diagnostic and Assessment Centres.

The following tables show some significant statistics of the program. It will be noted that the number of retarded on the books of provincially-operated facilities at the end of 1975 was lower than for each of the years 1962 to 1968.

Movement of Population Schedule I Facilities for the Mentally Retarded, 1974 and 1975								
<i>Facility</i>	<i>Admissions</i>		<i>Discharges</i>		<i>Population in residence at end of:</i>		<i>Population on books at end of:</i>	
	1974	1975	1974	1975	1974	1975	1974	1975
Aurora								
Pine Ridge	7	16	16	13	144	142	177	175
Cedar Springs								
Southwestern Regional Centre	89	95	126	112	713	744	940	923
Cobourg								
D'Arcy Place	34	13	89	52	134	119	203	162
Edgar								
Adult Occupational Centre	111	100	111	134	110	127	270	275
Gravenhurst								
Muskoka Centre	2	12	28	30	237	241	299	279
London								
CPRI	442	465	427	443	69	65	129	121
Orillia								
Huron Regional Centre	196	192	210	176	1,346	1,295	1,626	1,532
Palmerston								
Midwestern Regional Centre	43	28	40	21	145	159	221	224
Pictou								
Prince Edward Heights	20	33	19	31	337	365	415	449
Smiths Falls								
Rideau Regional Centre	81	69	127	141	1,351	1,303	1,568	1,499
Toronto								
Surrey Place Centre	270	318	273	319	16	10	16	13
Woodstock								
Oxford Regional Centre	98	88	103	98	573	607	658	682
Brockville								
St. Lawrence Regional Centre*	—	121	—	24	—	82	—	98
Kingston								
L.S. Penrose Centre	151	157	162	146	128	122	157	159
North Bay								
Nipissing Regional Centre*	—	88	—	25	—	59	—	64
Whitby								
Durham Centre for the Developmentally Handicapped	32	36	33	32	117	126	140	152
Thunder Bay								
Northwestern Regional Centre	49	41	85	64	175	157	209	188
St. Thomas								
St. Thomas Adult Rehabilitation Centre*	—	230	—	30	—	183	—	193
	1,625	2,102	1,849	1,891	5,595	5,906**	7,028	7,188

* Opened April 1, 1975.

** Does not include 1,115 residents on leave of absence and 167 residents in Approved Homes on December 31, 1975.

Mental Retardation Community Programs Division

<i>Facility</i>	<i>Admissions 1975 (includes transfers)</i>	<i>Discharges 1975 (includes transfers)</i>	<i>Population on Books at end of 1975</i>
Ajax			
Christopher Robin Home for Children	23	19	51
Brantford			
Brantwood	19	15	91
Hamilton			
Dr. Rygiel Home for Children	4	4	94
Kingston			
Mental Retardation Unit Ongwanada Hospital	42	43	97
Kitchener			
Sunbeam Home	19	9	125
Oakville			
Oaklands Regional Centre*	18	—	18
Thunder Bay			
Mental Retardation Unit Walter P. Hogarth Memorial Hospital	19	14	105
Vineland			
Bethesda Home	8	6	119
	166	89	774

* First residents admitted December 29, 1975.

This Division became operational in January, 1976, with responsibility for: developing and implementing a range of community-based support programs for families of retarded children; and for finding alternative community living quarters for the mentally retarded now in facilities, also work and training options and support services for them.

There are two branches within the Division.

Community Services Development Branch

This Branch is responsible for ensuring the development of a comprehensive community plan for services to the mentally retarded. Nineteen District Working Groups were created and charged with developing their own service plan. These Groups are composed of various specialized and local service agencies, such as Associations for the Mentally Retarded, Children's Aid Societies and Boards of Education. The Ministry appointed a Mental Retardation Coordinator to each district to facilitate the operation of each Working Group and to act as liaison between the Group and the central office.

Another responsibility of the Branch is the provision of adult protective services to individuals in the course of their adjustment to community living. Each person has different needs and abilities and Protective Service Workers see that they have the support they need towards attaining a level of ability that enables them to cope for themselves. These workers also ensure that their clients are not exploited. Special emphasis was given to this program during the past fiscal year, in the course of which the number of Protective Service Workers increased from 30 to 60.

Community Resources Branch

The primary responsibility of this Branch is to assist community associations and agencies by providing financial resources and staff to help establish new programs and upgrade existing ones. The Branch is divided into three major areas of responsibility:

Accommodation Programs.

In the 1975-76 fiscal year, 17 new residences were established, serving 118 retarded persons, for a total of 70 homes with about 950 residents. In accordance with the Ministry's policy of developing community resources, these homes were administered by non-profit community groups with funding from the Ministry under The Homes for Retarded Persons Act.

Number of Residents in Homes for Retarded Persons			
	Males	Females	Total
Beginning of year	401	317	718
Admitted during year	390	350	740
Total residents during year	791	667	1,458
Discharged during year	299	231	530
In residence end of year	492	436	928

Work and Training Programs

Instruction includes the teaching of basic life skills, such as dressing, keeping tidy, and developing pastimes or skills that may lead to employment in the community (although job training is primarily the responsibility of the Rehabilitation Branch of the Ministry). There are demonstration apartments in which normal everyday

behaviour is taught, and supervision extends to such things as one-way mirrors to see that subjects really do brush their teeth at the required times. Such basic life skills are essential before a resident of a facility can graduate to an approved home.

During the year, four sheltered workshops employing 187 retarded persons were established, bringing the total to 137. These are operated by local Associations for the Mentally Retarded with partial capital grants from the Ministry. The basic functions of the workshop program include assessment, long-term sheltered employment, and training with a view to eventual integration into normal society. It serves as an integral part of the Vocational Rehabilitation program in which counsellors provide a wide range of services to trainees and their families.

Special Support Programs, Pilot Projects and Research

Included in this area are early infant education, behaviour management programs, recreation and family support services. Provision has been made for the testing and demonstration of new treatment and training techniques.

There are currently 30 research projects being conducted at CPRI (Children's Psychiatric Research Institute) in London, Ontario. This work includes: investigations into specific problems among children with various handicaps, the biochemistry of asthma, effects of verbal processes on complex tasks by retarded adults, the role of genetics in mental retardation, and maternal age as a factor in Down's Syndrome (a particular form of mental retardation).

Since 1960 the Ontario Government sponsored research at CPRI has resulted in 334 scientific papers published in Canada and other countries.

Support Services Financial and Administrative Services Division

Capital and Administrative Services Branch

Accounts Branch

The Accounts Branch provides financial information and accounting services for the Ministry and processes all payments to Treasury. This Branch performed a watchdog role in the restraint program. It also records all publications data for Public Accounts purposes.

As most Ministry expenditures are shared with the federal government, detailed analysis and record keeping is necessary for the rapid preparation of claims to ensure that maximum revenue is obtained from Ottawa. For this reason, the Branch's computer system was extended to give greater control over shareable costs.

The Capital and Administrative Services Branch was formed as the result of a merger in September, 1975, of the Capital and Special Projects Branch and the Administrative Services Branch.

The Branch co-ordinates capital project construction and the funding of capital assistance programs. Capital Services Project Officers work to ensure that construction meets Ministry requirements and stays within budget.

Capital Services consulting architects ensure that a proposed facility complies with fire and safety regulations. The Branch advises on long-terms leases, small-capital and replacement items, and co-ordinates acquisitions and alterations to all Ministry locations. It plans and inspects fire prevention and safety measures of all Ministry institutions and funded Senior Citizen Homes.

Administrative Services supervise printing, purchasing and design of stationery. Bulk procurement savings in tendering is made possible by centralized purchasing. Centralized mail sorting, stock supply, photocopy/duplicating service and Telex services in conjunction with the messenger service at Queen's Park are maintained.

The Branch regularly reviews systems for handling and storing records, microfilm and word processing. Forms Management is responsible for designing and maintaining Ministry forms.

Projects Completed

In June, 1975, communication was improved by the installation of a central TWX/Telex system in the General Services Section and TWX machines in District Offices and the Provincial Benefits Branch.

A total of 56 capital projects were completed, eight of them to be funded under "Debt Retirement," in addition to three other projects under construction.

The Day Care Section completed 46 expansion projects. Cost control and budgeting were streamlined to keep expenditures within the approved budget.

Purchasing responsibility was assumed for all Schedule I Mental Retardation Facilities. For economy, the Ministry of Health continued to supply certain services and goods common to both ministries.

Toy, recreational, educational and sporting equipment shows were held throughout the year.

In collaboration with Forms Management, nine previous forms were consolidated into one composite requisition.

A booklet, *Guidelines to Purchasing*, was produced for client groups and funded agencies for eventual economies.

Ten Ministry capital-project accommodations were completed and accepted for occupancy, all within budget.

Twenty new Ministry accommodation lease programs were implemented.

Stockroom inventory was reduced and the space used to store bulk orders of forms, achieving further savings.

Records Management began 25 major form-design and records-scheduling projects, 18 of these were completed at a net saving of close to \$300,000.

Management and Financial Services Branch

The Branch was created as a result of a merger of the Agency Budget Review Office with the Management and Financial Consulting Services Branch. Its principal purpose is to improve productivity and business management practices in the Ministry and its associated agencies. The Branch is composed of four units.

Management Systems

This Unit provides services related to organizational, system and work studies, and procedure manuals. In-depth operational analysis studies were carried out in several District Offices.

Financial Development Services

This Unit provides services related to: financial management and control systems; financial/administrative aspects of Ministry legislation and policy; and cost/cost-sharing services.

The program, started in 1974-75, of upgrading agency accounting and financial reporting practices was continued this year. Facilities funded under The Homes for Retarded Persons Act were converted to accounting based on functional/program costing, with recognition of units of service produced and their cost. Progress was made in the introduction of a similar system in the Children's Aid Societies, and work began on the design and implementation of a more responsive control system for work activity projects.

There was further progress in the improvement of cost-sharing practices and arrangements with the Federal Government. Approval was given to a method of claiming cost-sharing for day nurseries for the handicapped, and

agreement was reached to permit retroactive claims for administrative costs under the Vocational Rehabilitation Services Agreement.

Financial Management Services

This Unit provided services to 180 agencies of the Ministry during the past year compared to 116 agencies in 1974-75 and 48 agencies in 1973-74. Services were related to: financial and/or management reviews and assessments; financial and administrative systems, procedures and practices; and assistance to managers of programs requiring submission of budgets from agencies.

Financial Services

This Unit, established towards the end of the fiscal year, assigns individual financial officers to senior Ministry staff for the purpose of giving financial advice and assistance.

Management Information Systems Branch

The purpose of the Branch is to facilitate the development and use of automated information systems for the Ministry and its network of agencies.

The Branch objectives are: to link decision makers through efficient information systems; to have a management that understands, controls and uses its information resources; and to develop automated information systems that effectively blend the technologies of computers, data communications and management science.

Highlights

A number of feasibility and design studies were initiated and completed, including:

A province-wide data communications network; Rehabilitation Services Information System; A Child Welfare Information System; and a budgeting forecasting system. A Mental Retardation Services needs-analysis was completed, and an automated advance accounts system established.

The Municipal Welfare Consulting Unit and District Directors received continuing Branch support to assist 12 municipal social service departments in their computerization efforts.

Advisory services were provided to six Children's Aid Societies and also to the Child Welfare MIS (Management Information Systems) Steering Council for the continued advancement of basic studies for orienting province-wide case-management systems.

The Branch also continued its support of several Family Service agencies and the Credit Counselling Association of Ontario. They have undertaken the joint development of a case-recording system that can be shared by other similar agencies.

Personnel Services Branch

This Branch is concerned with the human resource requirements of the Ministry, seeking to improve personnel management, policy formulation and review. For the first time, the Branch assisted two newly established and privately operated resource centres for the mentally retarded. These advisory services, related to personnel administration, represented 100 work days.

With the transfer of additional responsibilities for the mentally retarded (April 1, 1975), the Ministry complement increased to 9,138. However, reductions begun last summer resulted in a staff complement of

8,917 at March 31, 1976. For instance, the Personnel Services Branch complement was reduced from 39 to 32, and the Communications Branch from 21 to 16.

Administrative Services

This Section is responsible for the administration of support services which include the processing of all employee transactions such as salary changes and transfers, functional policy and procedures or personnel records, correspondence and information.

Considerable staff time was applied to preparation for the Integrated Personnel, Payroll and Employee Benefits System, reviewing and improving procedures and standards and processing some 21,000 recorded employee transactions (an approximate 5 per cent increase over the previous year). These included 959 appointments, 1,106 separations, 385 transfers into and 266 transfers out of the Ministry.

Staffing

The Staffing Section continued to provide employment services for headquarters and district operations, advice to facilities and help in training personnel officers. Review and amalgamation of staffing policies and procedures were interrupted, from the summer of 1975 to the end of the fiscal year, by application of recruitment constraints, the need to place surplus staff from other ministries, assistance with hiring in private facilities, reviews of unclassified staff and the transfer of the Bluewater Centre at Goderich.

Employee Relations

The major involvement of this section is in grievance resolution and participation in service-wide negotiations of benefits and working conditions. Five cases went to arbitration compared to three in 1974-75. Three went before the Public Service Grievance Board and two to the newly-established Crown Employees Grievance Settlement Board (November, 1975).

To accommodate new developments in employee relations activities, the Section conducted staff seminars on labour relations and benefits administration, developed a labour relations handbook and in co-operation with the Training and Staff Development Branch, initiated workshops for approximately 1,600 Ministry managers.

Personnel Management

Personnel Management employees continued to serve as focal points for line and staff activities and as resource personnel for special projects initiated by other section managers.

Ministry and branch organization changes directed considerable efforts to job evaluation and employment activities. In addition, work was continued on a variety of assignments, including: Broad-banding – a new classification system for management jobs; the development of a personnel policy and practices review program, with two reviews completed; the review of certain class standards; and the organization of two mental retardation units in psychiatric hospitals and Bluewater Centre. At the end of the fiscal year, planning was underway for providing personnel services on a regional basis and changing the headquarters/branch structure.

The Branch is a centralized support service, responsible to the Deputy Minister for reporting on the efficiency of Ministry operations and the adequacy and reliability of information used to make decisions.

Although Branch administration is centralized, the work of the audit staff is decentralized, with operational and financial audits conducted in Ministry establishments throughout the province. Staff also visit local charitable corporations, private societies and municipalities involved in Ministry programs, reviewing claims for grants and subsidies. Training of managers and supervisors in the techniques of operational auditing was carried out during the year.

Policy Analysis and Financial Planning Secretariat

Communications Branch

This group is the result of two mergers during the 1975-76 fiscal year, made to streamline support services. The Policy Secretariat and the Research Branch were combined to form the Policy Analysis Secretariat, which in turn was merged with the Income Security Secretariat. The resulting Policy Analysis and Financial Planning Secretariat reports directly to the Deputy Minister, acting in policy and financial relations with the various central agencies of government such as Management Board, Policy Field and Cabinet.

The Secretariat furnishes services for the Senior Management Committee of the Ministry through: the development of the Multi-Year Financial and Program Plans; assistance in the production of the annual estimates; provision of research support, advice and assistance as required; help in finding policy alternatives relating to income security and other programs; provision of a library; the gathering and publishing of statistical data.

The chief function of the Communications Branch is to supply information and assistance to the Ontario public regarding Ministry programs and services. Conversely, public and media needs, as identified, are conveyed to appropriate sources within the Ministry.

The breadth and variety of Ministry concerns, involving a province-wide staff of nearly 9,000 persons, has resulted in the Branch assuming a role in ensuring effective internal communications.

Public Enquiries:

During the year, 5,200 telephone and 4,500 written requests, and some 400 personal inquiries, were handled.

Media Liaison

Strong links were maintained with the press, radio and TV media through press releases, statements, direct contact, analysis of results, clipping distribution, etc.

Research and draft speeches were provided as required.

Special Projects

Assigned staff provided research and scripts for a variety of audio-visual productions; participated in conference organization; developed a public education proposal on community living for the mentally retarded; organized various special events (e.g. Senior Citizens' Week participation); co-ordinated the production of the Senior Citizens' Privilege Card; presented, with Women's Services, the Ministry's International Women's Year project – a display case for volunteer services.

Publications

Along with some – printed publications for public use, and some – photo copied publications for internal use, this section produced: *Pathways to Social Planning (A Working Paper)*; a supplement to its earlier publication *Resources for Senior Citizens*; and, for the Ministry's Child Abuse Conference, a logo, folder (*The Abused Child*), film catalogue and report.

To accommodate restraints, a policy of producing printed material in four pre-designed formats was initiated.

Audio-Visual

Audio-Visual resources, including video, slide/tape and film, were made available to Ministry staff and agencies for use at district and community level. Eighteen original slide/tape programs were produced including: "Attitudes Towards Poverty", "Income Maintenance", "Volunteering", and

Women's Services

"Rehabilitation". The Branch's studio facilities were used by Ministry staff on 523 occasions, and equipment loaned 492 times. Ministry films were shown to about 15,000 people.

Field Activities

The Branch assisted field personnel to develop contacts in their communities and to expand information and public-speaking resources to secondary schools, community colleges and universities.

There was participation in forty displays, via panels, publications, provision of speakers, etc., in information seminars across the province on such subjects as child welfare, municipal social services and residential programs for the aged.

Public relations services and personnel were provided for a wide range of conferences on a variety of topics, notably Child Abuse. Assistance was given for the series of public forums sponsored by the Committee on Records Disclosure to Adoptees.

Restraints Program

The Branch played a leading role in organizing provincial meetings between Ministry staff, municipalities and social welfare agencies to explain the government's restraint program.

Throughout the year, Women's Services, reporting directly to the Deputy Minister, continued to implement the Green Paper of 1973, "Equal Opportunity for Women in Ontario". In its second year of operation this office comprised a co-ordinator, a development officer and a secretary.

In June, 1975, a Provincial Advisory Council, consisting of Queen's Park, district office and mental retardation facility representatives, was established to provide a communication link with the Women's Services Office and Ministry employees. A number of sub-committees have been formed to investigate focal issues such as "bridge jobs" and educational reimbursement.

Eight special projects were undertaken during International Women's Year, with a budget allocation of \$15,000. One, produced in co-operation with the Communications Branch, was designed to make Ministry employees and interested members of the public conversant with volunteer services, either as a possible outlet for their interests or as a source of help. In Cornwall, a counsellor was engaged to assist mothers on Family Benefits to rejoin the workforce.

Since May, 1975, Women's Services has sponsored Career Development Workshops – three-day seminars developed for Ministry Staff. Ten workshops have been offered, attended by about 250 employees.

The Co-ordinator of Women's Services was a member of an inter-ministerial Affirmative Action Advisory Council, and a staff member co-ordinated a sub-committee of this Council, the Task Force on Counseling and Recruitment.

Women's Services has done a statistical analysis of the salary and classification differences between men and women in the Ministry.

The Office was also involved in co-ordinating the Senior Appointments Advisory Committee inventory of promotable women in the \$17,000-plus wage bracket, monitoring of personnel policies and practices, and providing guidance and counselling as requested.

Honour Roll of Service

*Employees Attaining
25 years of Service
in 1975-76*

H. G. Ariss
Huron Regional Centre
O. J. Beckett
Rideau Regional Centre
E. N. Birch
Oxford Regional Centre
G. H. Bolton
Huron Regional Centre
D. B. Bowes
Huron Regional Centre
E. S. Broomfield
Huron Regional Centre
D. D. Brown
Rideau Regional Centre
H. R. Brush
Huron Regional Centre
L. Clark
Rideau Regional Centre
V. R. Clark
C.P.R.I.
R. V. Coote
Huron Regional Centre
E. C. Cork
D'Arcy Place
R. K. Dixon
Rideau Regional Centre
F. H. Galbraith
Huron Regional Centre
A. M. Graziano
Rideau Regional Centre
P. G. Grigg
Huron Regional Centre
J. A. Healey
Rideau Regional Centre
A. H. Hender
Oxford Regional Centre
H. D. Hewitt
Huron Regional Centre
D. C. Hogan
Rideau Regional Centre
P. J. Hughey
Pine Ridge
W. A. Kent
Huron Regional Centre
E. G. Kerkhoff
Huron Regional Centre
D. W. Leno
Provincial Benefits

J. M. Magee
Surrey Place
A. W. Martin
Huron Regional Centre
V. M. McCarthy
Huron Regional Centre
G. A. McKimm
Rideau Regional Centre
E. A. McLinton
Rideau Regional Centre
A. R. McNulty
S.T.A.R.T.
H. D. Mechefske
Huron Regional Centre
C. J. Mears
Huron Regional Centre
J. Miller
Adult Occupational Centre
R. W. Montgomery
Oxford Regional Centre
J. W. Muir
Rideau Regional Centre
E. Munro
Huron Regional Centre
A. M. Osterberg
Oxford Regional Centre
W. B. Parker
Oxford Regional Centre
J. C. Seager
Huron Regional Centre
S. D. Smith
Rideau Regional Centre
A. R. Thompson
Huron Regional Centre
S. M. Thomson
Ottawa District Office
H. A. Todd
Huron Regional Centre
M. G. Weese
S.T.A.R.T.

In Memoriam

D. E. Anderson
L. S. Penrose Centre
09/07/75
G. M. Andrew
Oxford Regional Centre
20/07/75
J. J. H. Ball
Huron Regional Centre,
05/04/75
D. M. Bill
Oxford Regional Centre
12/10/75
A. R. Burnett
Oxford Regional Centre
14/07/75
E. C. Calverley
Pine Ridge
27/06/75
L. P. DeMille
Huron Regional Centre
01/03/76
E. M. Edwards
Rideau Regional Centre
02/07/75
T. R. Ford
Southwestern Regional Centre
29/09/75
T. M. Fox
Oxford Regional Centre
29/05/75
R. A. Fraser
Huron Regional Centre
15/02/76
J. G. Goulding
Rideau Regional Centre
28/04/75

L. Harbridge
Muskoka Centre
04/06/75
B. A. Hicks
Windsor District Office
02/12/75
C. L. MacGowan
Prince Edward Heights
08/11/75
F. Nobile
Belleville District Office
24/11/75
K. G. Paul
Surrey Place Centre
08/12/75
R. E. Symons
Oxford Regional Centre
26/10/75
L. Williams
Pine Ridge
05/03/76

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SM
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**Report of the
Minister of
Community and
Social Services
1976-1977**

**46th Annual Report
for the Fiscal Year
Ending March 31, 1977**

Ontario

Ministry of Community and Social Services

Report of the Minister

for the Fiscal Year Ending March 31, 1977



**Report of the
Minister of
Community and
Social Services
1976-1977**

46th Annual Report
for the Fiscal Year
Ending March 31, 1977

**Letter of
Transmittal**

**To Her Honour
The Lieutenant-Governor
in Council**

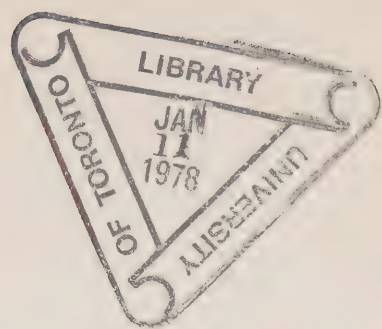
May it please Your Honour:
The undersigned has the honour
to present the 46th Annual Report of
the Ministry of Community and Social
Services for the fiscal year ending
March 31, 1977.

Respectfully submitted.

A handwritten signature in dark ink, reading "Keith Norton". The signature is written in a cursive, flowing style with a large initial "K" and a long, sweeping underline.

Hon. Keith Norton,
Minister

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Deputy Minister's Report

During 1976-1977, the Ministry of Community and Social Services continued its search for ways to treat and to prevent some of society's problems. The goal is to help the victims of those problems live as normally as possible, and, whenever feasible, to allow them to live in their own communities.

The Ministry's experimental programs and research efforts are aimed at developing services to help many of the people who have difficulty functioning in a complex and fast changing world. They may be people who lack appropriate working skills, who suffer from a mental or physical disability, or whose advanced age presents certain problems. Resources can be developed or adapted to provide various kinds of assistance to serve them in a range of settings. Work is being done to find ways to reduce the incidence of some problems, or to treat them before they become more acute.

There is also an emphasis on instruction for parents and for facility staff, designed to decrease the incidence and the severity of mental retardation.

To ensure that maximum use is made of the limited staff and funding resources of the Ministry, all of the Ministry's programs continued to be evaluated in terms of value and accomplishment. Essential programs have been continued and efforts made to provide them with maximum efficiency while enhancing or maintaining the quality of service. Capital expenditures have been minimal, postponed when possible. Increasing use of computers, particularly in programs involving large numbers of people, has increased efficiency and reduced the need for staff.

Spending on all of the Ministry's programs is about \$947 million an increase of 7.4 per cent over last year's expenditure of \$881 million.

With a large portion of the budget spent on services that are demanded and necessary in today's world, each branch must carefully examine its priorities and its delivery of service to ensure the best use of funds.



Deputy Minister

Statutes Administered by the Ministry of Community and Social Services as of March 31, 1977

The Blind Persons' Allowances Act
(program administered under
The Family Benefits Act)
The Charitable Institutions Act
The Child Welfare Act
The Children's Boarding Homes Act
The Children's Institutions Act
The Day Nurseries Act
The Developmental Services Act
The Disabled Persons' Allowances Act
(program administered under
The Family Benefits Act)
The District Welfare Administration
Boards Act
The Elderly Persons Centres Act
The Family Benefits Act
The General Welfare Assistance Act
The Homemakers and Nurses
Services Act
The Homes for the Aged and
Rest Homes Act
The Homes for Retarded Persons Act
The Indian Welfare Services Act
The Ministry of Community and
Social Services Act
The Soldiers' Aid Commission Act
The Vocational Rehabilitation
Services Act
The Welfare Units Act

Social Resources

The Office of the Assistant Deputy Minister, Social Resources, is responsible for facilitating the delivery of services to the district office network; the provincial benefits program; municipal welfare consulting program; and social services programs which include day care, child welfare, senior citizens, and vocational rehabilitation.

Social Resources is committed to encouraging social planning and fostering the development of social service resources throughout Ontario. This involves developing and maintaining an organization which allows for any necessary decentralization of decision-making, and for co-ordination and integration of Ministry programs at the local level.

District Offices

The Province is divided into two areas to develop and maintain a field organization. Each area is headed by an Executive Co-ordinator responsible to the Assistant Deputy Minister. The Northern Area has six District Offices; the Southern Area has 13. More than 40 local offices report to their respective district administrations.

The districts provide direct delivery services for the provincial benefits program, vocational rehabilitation, legal aid assessment and general welfare assistance where there are no organized municipalities. Consultation and financial control services are provided to municipalities on general welfare assistance and homemaker services.

Consultants are located in the district offices to provide consultation and inspection services for day nurseries and homes for the aged. The District Directors serve as the Ministry representatives to the mental retardation District Working Group in their community.

During the past year in addition to continuing services increasing emphasis has been placed on management by results; on the examination of accounts; and on ensuring that parents who have separated fulfill their support obligations. The districts are examining the utilization of resources by staff and are involved in performance appraisals to ensure a maximum return on investment. Emphasis is also being placed on linking Ministry services with community services.

District Directors have participated in the work of various government and district committees to ensure that social and physical planning concerns are inter-related.

Northern Ontario Area District Offices

Keewatin-Kenora

104 Government Rd.
Box 429
Keewatin, Ont.
P0X 1C0
(807) 547-2801

Kirkland Lake

8 Hudson Bay Ave.
Box 398
Kirkland Lake, Ont.
P2N 3J1
(705) 567-3391

North Bay

222 McIntyre St. W.
Suite 408
North Bay, Ont.
P1B 2Y8
(705) 474-3540

Sault Ste. Marie

123 March St.
Suite 304, Box 68
Sault Ste. Marie, Ont.
P6A 5L2
(705) 256-5666

Sudbury

127 Cedar St.
3rd Floor, Box 1120
Sudbury, Ont.
P3E 4S6
(705) 674-3151
ext. 271

Thunder Bay

1200 Walsh St. W.
Thunder Bay, Ont.
P7E 4X4
(807) 475-1515

Southern Ontario Area District Offices

Barrie

Civic Sq. Tower
5th Floor
70 Collier St., Box 910
Barrie, Ont., L4M 4Y6
(705) 737-1311

Belleville

14 Bridge St. W.
Box 816
Belleville, Ont.
K8N 5B5
(613) 962-9562

Cornwall

132 Second St. E.,
Box 1358
Cornwall, Ont.
K6H 5V4
(613) 932-3381

Hamilton

100 Main St. E.
39-40th Floors
Hamilton, Ont.
L8N 3X8
(416) 526-9300

Kingston

1055 Princess St.
Suite 103
Kingston Ont.
K7L 5T3
(613) 544-6206

Lindsay

322 Kent St. W.,
Box 7000
Lindsay, Ont.,
K9V 5E5
(705) 324-6128

London

495 Richmond St.
London, Ont., N6A 5A9
(519) 438-5111

Metro Toronto

110 Eglinton Ave. W.
Toronto, Ont.
M4R 2C9
(416) 487-4392

Ottawa

2197 E. Riverside Dr.
Room 201
Ottawa, Ont.
K1H 7X3
(613) 737-5520

St. Catharines

110 James St.
Box 176
St. Catharines, Ont.
L2R 6S4
(416) 688-3022

Waterloo

75 King St. S.
Suite 501
Waterloo, Ont.
N2J 1P2
(519) 886-4700

Windsor

2090 Wyandotte St. E.
3rd Floor
Windsor, Ont.
N8Y 1E6
(519) 254-2651

York-Peel

20 Nelson St. W.
Suite 201
Brampton, Ont.
L6X 2M5
(416) 453-3181

Provincial Benefits Branch

The major activity of the Provincial Benefits Branch is the administration of the Family Benefits Act and Regulations, which provides monthly allowances and other benefits to persons who need long-term financial help. Such persons include the aged, blind, disabled and permanently unemployable persons, mothers with dependent children, and parents caring for foster children.

Applications and reports are completed by Field Representatives in the District Offices. Decisions concerning eligibility and the amount of assistance, are made in the Provincial Benefits Branch. All decisions are sent to applicants and recipients by letter, including notification of the right to appeal.

To determine eligibility and amount of assistance, an assessment is made of the applicant's basic and special needs, family situation, liquid assets and available income. Premium-free health insurance enables all recipients to obtain medical and standard hospital care as well as free prescription drugs listed in the Drug Benefit Formulary of the Ministry of Health. Dental coverage is provided to recipients with dependent children, and the cost of purchase, of replacement or of repair of eyeglasses and hearing aids may also be covered if required.

Other benefits include an annual payment available in August for all child beneficiaries four years old and over, primarily to help with the costs of returning to school. In addition, recipients who leave the program to undertake full-time employment may be eligible for a phase-out allowance extending over the first three months of their employment. Earnings and work-expense exemptions also exist for recipients who work part-time.

During 1976-77, a major program change took place to provide assistance to recipients who require skill training before entering the labour force. Effective October 1976, recipients who are parents with dependent children and who undertake approved Canada Manpower training courses, (approved as likely to lead to remunerative employment), may continue to receive a minimal allowance plus coverage for medical, dental, and drug expenditures. These recipients may also become eligible for the phase-out allowance when their courses are completed and they enter full-time employment.

On March 31, 1977, there were a total of 109,017 persons receiving Family Benefits allowances. Within this group, the disabled and blind receive a monthly guaranteed amount under the Guaranteed Annual Income System (GAINS-D). On March 31, 1977, there were 39,884 GAINS-D recipients, representing approximately 37 per cent of the total Family Benefits caseload. In addition, there were 3,066 aged and disabled persons in institutional care, receiving Family Benefits allowances exceeding the GAINS-D rate, and 532 persons in chronic care facilities, receiving comfort allowances.

Of all those receiving provincial allowances, 47,603 were single persons, 58,714 were families with or without dependent children, and 2,700 were foster parents. Single persons receiving assistance were mainly in the following categories: disabled, permanently unemployable, aged or blind. Of the family cases, 6,152 were medically disabled or permanently unemployable fathers, 46,436 were mothers with dependent children, and the remainder were couples, one or both of whom were blind, disabled or aged. In total, there were 229,529 beneficiaries, an increase of 11,306 over last year. The Branch also continues to administer 27 Blind Persons' Allowances and 40 Disabled Persons' Allowances.

Anyone who does not receive an allowance may appeal to the Social Assistance Review Board. The Board issues its own annual report providing statistics of cases appealed under Family Benefits, General Welfare Assistance, Vocational Rehabilitation and GAINS (Guaranteed Annual Income System).

During 1976-77, the Provincial Benefits Branch underwent a major re-organization, resulting in a re-alignment of responsibilities into two major divisions - programs and support services. A number of special function units were also established including an appeals unit, a fraud investigation unit and an overpayment recovery system. A word processing unit was installed in the Branch and this now enables recipients to be notified much more rapidly of changes and adjustments in their allowances. Greater utilization of computer systems has enabled the Branch to maintain its diverse activities on a current basis, while gradually reducing staff complement.

In addition to these changes, the Branch expanded its eligibility verification unit whose functions include reviewing files, interviewing recipients, and recording discrepancies for corrective action by either Branch or field staff. During the year, random samples of 400 cases were reviewed and the results of these reviews were used to improve Branch procedures and program activities.

Parental Support Program

During the year, the Branch also expanded its co-ordinating function with respect to the Parental Support Program. The Branch provides desertion services which include locating deserted spouses in order that maintenance may be pursued, providing liaison with Family Courts regarding enforcement procedures and acting as a resource to Parental Support Workers in District Offices for the recovery of maintenance arrears assigned to the Ministry.

Municipal Welfare Consulting Branch

Legal Aid Assessment

Legal Aid Assessment performs a financial assessment of applicants for Legal Aid and makes recommendation regarding their ability to pay for legal services to Area Directors of Legal Aid. Their activities decreased slightly this year. There were 102,599 persons referred to the Ministry for interview and assessment, a decrease of only 1,356 from the previous year.

Soldiers' Aid Commission

During 1976-77, the Soldiers' Aid Commission was transferred to the Branch.

The Soldiers' Aid Commission assists War Veterans of World War I and II and the Korean War, and their dependents in emergency situations such as dentures, eyeglasses, hearing aids and other extraordinary needs.

This Branch assists and advises municipalities in the administration of The General Welfare Assistance Act and Regulations, The Homemakers and Nurses Services Act and Regulations and The District Welfare Board Act, centrally and through the offices of the District Directors of the Ministry.

General Assistance

Financial aid is provided by municipalities or Indian bands to heads of families or single persons in need who reside in municipalities or on reserves. Eligible persons who reside in an area without municipal organization are assisted through the Ministry's District Offices in the Northern Ontario Area. The major categories of people on General Welfare Assistance are sole support mothers, those unable to find work, those in temporary ill health or suffering permanent ill health. Smaller categories included some students, elderly persons and foster children. During 1976-77 the average distribution of cases was 11.4 per cent employable heads of families, 20.4 per cent employable single persons, 32.9 per cent unemployable heads of families and 35.3 per cent unemployable single persons.

Supplementary Aid

Supplementary Aid may be granted at municipal discretion to recipients of Old Age Security, Family Benefits, GAINS and Vocational Rehabilitation Allowances in order to help meet the cost of fuel, shelter or other extraordinary needs.

Special Assistance

A municipality may also grant Special Assistance to those in receipt of General Assistance or those suffering financial hardship to cover the cost of optical and dental needs, prosthetic appliances, vocational training and other specific requirements.

Consolidating Services

As of March 31, 1977, there were 39 Consolidated Units comprising 22 counties, six Districts and 11 Regional Municipalities. This provision of services, on a large base, results in a better service to residents than can be provided by independent municipalities.

Indian Bands

Indian bands living on reserves may choose to assume the responsibility of administering social assistance to their own people on the reserve. At March 31, 1977, 81 bands have been approved to administer their own social services.

District Offices are involved in training programs, and courses for Band Social Service Administrators are conducted in locations convenient to reserves. In this way, local problems can be identified and solved.

Credit Counselling

The Ministry directly subsidizes 60 per cent of the operating expenses of approved Credit Counselling Services. As of March, 1976, there were 28 approved agencies whose purpose was to provide counselling and practical assistance with respect to consumer credit, general budgeting and money management matters.

Other Counselling Services

Municipalities may set up purchase-of-service agreements with local counselling agencies to provide counselling services to persons in need in their communities. The cost of these services is shared half and half with the province.

Homemakers and Nurses Services

The intent of The Homemakers and Nurses Services Act is to preserve, maintain and strengthen family life during illness or absence of a mother, or other persons in charge of a child, and to assist elderly, convalescent, handicapped, chronically ill or otherwise disabled persons to remain in their own homes whenever possible.

Social Services Division

When a household requires improvement in its standard of management and child care in order to avoid family or financial difficulties, a homemaker may be provided to help prevent the need of public assistance. These flexible services make it possible to respond to a wide variety of health and social service needs.

During the year, the cost of nursing services was \$1,260,404. Nurses made 156,627 visits to 15,453 patients.

Homemakers' services cost \$3,573,371. Homemakers worked 1,323,515 hours servicing 32,959 individual cases.

Services are provided by 33 branches of the Victorian Order of Nurses, 54 branches of the Canadian Red Cross Society, other non-profit groups, commercial agencies and individuals.

There are 12 municipalities and 21 Indian bands which employ 39 homemakers, usually to teach home management skills.

Visiting-nurse service in the home is provided on the instruction of an attending physician. This service is supplied by the Victorian Order of Nurses, St. Elizabeth Visiting Nurses' Association and individual registered nurses.

Both homemakers and nurses' services are available to people in need directly from municipalities, Indian bands or under a fee-for-service agreement between the municipality or Indian band, and the supplier.

Grants are available to persons, municipalities, Indian bands and other organizations toward the cost of approved training courses for homemakers. It is expected that this will encourage the development of services throughout the province, particularly in remote areas where educational resources are limited.

The Social Services Division coordinates program administration of Child Welfare, Day Care, Rehabilitation and Senior Citizens' services.

In addition, the office carries the responsibility for:

Family Crisis Program

This is a demonstration program designed to develop a range of services for people facing the crises of family breakdown. Its objectives are to prevent or reduce family problems, to avoid prolonged dependence on public assistance, and to assist parents to fulfill their parental obligations.

A research project being undertaken in Hamilton is designed to identify the social service and other needs of separating families. Counselling service is purchased from a family service agency. An Owen Sound and Grey County project has been approved to provide direct counselling and referral service to separating parents and their children.

Home Economics Program

Consultative services of the home economists were provided as follows: food service consultations to Ministry and funded institutions including staff training and food service facility design and equipment; special diet evaluation and costing for clients on provincial allowances; and operational guidelines development for Ministry programs.

Child Abuse Committee

The Child Abuse Committee was established to examine the problem and recommend efforts to be undertaken by this Ministry to promote improved prevention, detection and treatment of child abuse.

A full-time position of Coordinator of the Child Abuse Program was established and the first Coordinator was appointed in June of 1976. Efforts have been made to promote co-operation among local agencies to assess and deal with the problem of child abuse in communities across the Province.

The Ministry provided funds and professional consultation to ten local interprofessional child abuse seminars. Seven locally based demonstration projects, supervised by interprofessional committees, have been funded in 1976/77 to test methods of prevention and treatment. The projects are located in Toronto, Ottawa, Kingston, Waterloo and London.

Child Welfare Branch

The Child Welfare Branch assumes duties and responsibilities assigned to it by: The Child Welfare Act; The Children's Institutions Act; The Charitable Institutions Act; and The Children's Boarding Homes Act.

The Branch integrates a wide range of services to children and their families including alternate guardianship, foster and residential care, residential treatment, individual and/or family counselling; co-ordinates a comprehensive adoption service; co-ordinates child welfare policy; provides grants and consultation services; and supervises and partially finances homes for children and young people including unmarried mothers.

Adoptions

In 1976 fewer children were in need of adoption homes than ever before. However, of those in need, many have problems which a few years ago would have classed them as unadoptable.

As a result of the lower numbers of children, *Today's Child* column, produced by the Ministry to aid in recruiting families for children with problems, was cut from daily publication to three times a week after 12 years of publication. Through this column, 102 children found permanent homes from September 1976 (start of the season for *Today's Child*) to March 31, 1977.

Through the companion television program, *Family Finder*, 69 boys and girls were adopted. This program is produced at no charge by CFTO-TV in Toronto and runs 26 weeks a year.

Adoption placements were also facilitated through provincial adoption exchange meetings and Ministry bulletins. With the assistance of the National Adoption Desk, organized under the federal Ministry of Health and Welfare, inter-provincial placements could also be arranged.

In June 1976, the Committee on Record Disclosure to Adoptees submitted its report to the Minister of Community and Social Services.

Number of Children in Care at Year End

	1971	1972	1973	1974	1975	1976
Under 5 years	4,554	3,852	3,305	2,897	2,878	2,683
5 to 12 years	5,602	5,323	4,796	4,432	4,149	3,856
13 to 17 years	5,385	5,578	5,805	5,886	6,356	5,886
18 and over	778	366	363	501	521	537
Total Children In Care of CAS At Year End	16,319	15,119	14,269	13,718	13,904	12,962

Children's Aid Societies

The Child Welfare Branch continued to provide advice, supervision and assistance to the 50 Children's Aid Societies of Ontario.

With the continued decrease in number of unmarried mother, child care, and C.A.S. adoption cases, there has been a corresponding increase in work with families whose children are not 'in care'.

As shown in the following chart, in 1976 there were fewer children under age five in the care of Societies, a continuing decrease in the five to 12 age group, and a gradual levelling of the recent upward trend in the 13 to 17 age group. The total number of children in care also continued to decline in 1976.

Children's and Youth Institutions

This section of the Child Welfare Branch provides homes in supervised residences for children and young people who cannot live at home.

The Branch is consulted during the early planning and construction stages of a residence. Private charitable organizations which initiate and build such residences receive financial and advisory assistance from the Branch. Branch staff also visit completed residences regularly.

Residences for children and youth in Ontario are provided by: The Children's Boarding Homes Act; The Children's Institutions Act; and The Charitable Institutions Act.

Boarding Homes

Residential programs for normal, mildly disturbed, and developmentally handicapped children are provided by homes approved under The Children's Boarding Homes Act. During 1976, there were 134 licensed boarding homes in Ontario providing accommodation for 1,156 children.

Children's Institutions

The Children's Institutions Act provides grants and subsidies to operate 45 approved institutions with a total bed capacity of 930. These facilities serve children and people under 21 years of age. In November, 1976, the Salvation Army Broadview Village was transferred to The Homes for Retarded Persons Act. One new institution, Kennedy Home, with a capacity of 10 beds was approved in August 1976.

Number of Residents in Children's Institutions

	Males	Females	Total
Beginning of year	557	244	801
Admitted during year	1,111	601	1,712
Total Residents during year	1,668	845	2,513
Discharged during year	1,135	596	1,731
In Residence end of year	533	249	782

Day Care Branch

Homes for Retarded Persons

In January 1976, administration of The Homes for Retarded Persons Act was transferred to the Mental Retardation Community Resources Branch. The Children's and Youth Institutions section continues to provide supervision of children's facilities, however, to ensure that they meet provincial and local standards.

Charitable Institutions for Miscellaneous Purposes

At the end of 1976, there were 18 approved homes operating under the Charitable Institutions Act with a total bed capacity of 380. These facilities provide an acceptable home milieu for unmarried mothers, teenage girls, and youths troubled with social and personal problems. In addition to accommodation, many of these homes also provide various other services to residents including education, counselling and guidance.

	Number of Residents in Charitable Institutions			
	Homes for Unmarried Mothers	Youth Residences		
	Total	Males	Females	Total
Beginning of year	174	26	62	88
Admitted during year	946	1,650	726	2,376
Total Residents during year	1,120	1,676	788	2,464
Discharged during year	964	1,641	734	2,375
In Residence end of year	156	35	54	89

The Branch licenses and supervises all group programs outside the school system for normal children below ten years of age and for handicapped children under 18. The day care program, including group care in all-day and part-day programs as well as private-home day care, continues to expand rapidly.

In addition to its statutory functions, the Branch responds to interest in communities to study and meet local needs for day care. It helps develop related community services for the improvement of child care and reviews standards to ensure that adequate levels of services are provided in the most economical way.

Working in conjunction with the Capital and Administrative Services Branch, District Offices and, where applicable, the Mental Retardation Community Services Development Branch, the Branch approves new day nurseries projects.

Municipally Operated Nurseries

There are 183 municipally-operated day nurseries with a placement of 6,700 children and several municipally operated half-day nursery schools.

Private-home Day Care

This program continues to grow and is useful in providing supplementary care for preschool children and those in half-day kindergarten programs. The Branch ensures, in conjunction with municipalities, that the care provided in approved private day care homes is of the standard required by The Day Nurseries Act, paying operating subsidies in a manner set out by the legislation.

The number of placements in private-home day care increased from 3,177 in 1975-76 to 4,170 in 1976-77.

Handicapped Children

There were 1,700 handicapped children in 81 centres compared with 1,661 in 81 centres in 1975-76. The integration of programs for handicapped children with programs for normal children is continuing.

Indian Bands

In 1976-77, 23 Indian bands administered their own day nurseries on reserves and one purchased the services of a municipal day care centre for its children. Three bands expanded their services. The capacity of all centres is now 647.

The Ministry continues to encourage band members to take Early Childhood Education courses. The Ministry also encourages the establishment of day nurseries for non-status Indians living off reserve lands in cities and small communities.

Unorganized Territories

The branch administered 1 day care centre only in Minaki. In addition to this nursery, the Ministry has entered into agreements with municipal centres to purchase day nursery services for children living in unorganized territories.

Purchase of Service

The number of children in low-income families whose private nursery fees were supplemented by their municipality increased from 5,435 in 1975-76 to about 5,500 in 1976-77.

Rehabilitation Branch

Nurseries Operated by Approved Charitable Corporations

There are 32 charitable corporations approved under the Act to operate day nurseries and receive financial assistance. Many of these corporations are parent controlled and for the most part include parent participation in the daily program. Most provide care for part of the day, but a growing number operate the full day.

Parent co-op nurseries work with co-op councils. Councils co-ordinate the respective responsibilities of staff and parents of member nurseries, provide a high standard preschool program for children and an incidental learning experience for involved adults.

There are a number of co-op nurseries in elementary and secondary schools which, although autonomous, function in close liaison with the school principal and staff. Demonstrating as they do the value of parent participation in children's education, they are working models of a method of bridging the gap between home and school.

Expenditure

Provincial expenditures for operating costs in transfer payments for day care purposes were \$28,530,950 in 1976-77.

The primary role of vocational rehabilitation services is to develop, restore or improve the working capacity of physically or mentally handicapped persons to enable them to obtain employment at their optimum capacity. This includes employment in the open labour market, sheltered or homebound employment, self-employment or the occupation of homemaker.

The Branch had a field staff of 177 counsellors and supervisors in 37 offices throughout the province. Counsellors interview clients to assess their capabilities and to arrange for medical restoration; for training, tools and equipment; for transportation and living expenses; and to assist with job placement. They also work in the community to develop and co-ordinate rehabilitation services for handicapped persons. During the fiscal year, 6,611 handicapped persons were referred for vocational rehabilitation. Services were initiated for 5,568 handicapped, a total of 12,644 received one or more services and 1,944 of these were assisted in finding employment.

During the year efforts were made to promote the hiring of the handicapped. In November, 1976, a one day conference, *EmployABILITY of the Handicapped* was held in Toronto. It drew together several hundred employers and representatives from many agencies serving the handicapped. Featured on the program was a 12 minute film, *A Worker Like Any Other*, sponsored by the Ministry in co-operation with Health and Welfare Canada. It shows handicapped people working at a variety of jobs and emphasis is placed on the value of hiring persons for their abilities. A guide is available to accompany the film as are two other publications, *Help for the Vocationally Handicapped* and *Hire the Handicapped—It's Good Business*.

Services

Psychological testing and specialized medical, educational, workshop and work assessments are used by counsellors. The Ministry does not operate rehabilitation centres but uses community resources. Rehabilitation workshops, supported through operating and capital grants, are an important assessment resource as are educational institutions and competitive work situations. Assessment services in 1976-77 cost \$905,300.

Restoration services to enable handicapped persons to achieve their best physical level include the provision of artificial limbs, braces, wheelchairs, dental services and drugs. The cost of these services was \$620,300.

Work adjustment training, offered primarily by rehabilitation workshops, was provided for 906 persons; 453 attended post-secondary courses at community colleges; 366 were sponsored in university programs; academic upgrading and basic skill training was made available to 412; 74 were enrolled in private trade school programs; and high school courses were provided to 89. In addition, 319 persons were trained on the job and 392 received other training which consisted of over 30 different types such as a pre-vocational program at Kingston General Hospital and a residential program for mentally retarded adults at Lorimer Lodge. The Branch covered the cost of educational courses, books and supplies and contributed half of the wages paid by employers who provide on-the-job training. Training services during the year totalled \$3,548,700.

Maintenance Allowances

Maintenance allowances and special transportation expenses are paid to handicapped persons while they are in formal assessment or training programs. The monthly maintenance allowance range includes: \$197.40 for a person with no dependents who lives with his or her parents; \$231 for a person with no dependents who lives independently; \$399 for a person with four or more dependents. An additional monthly payment of \$113.40 is available under special circumstances. About 3,000 people received allowances during 1976-77; program cost was \$3,122,300.

Financial Aid to Rehabilitation Agencies

Grants totalling \$988,400 subsidized staff salaries in those six voluntary organizations providing rehabilitation services to disability groups which have highly specialized needs. A full range of services is available primarily to persons with hearing or sight impairment, or those who are mentally retarded or have spinal injuries.

Financial Aid to Workshops

Approved rehabilitation workshops, operated by voluntary organizations, totalled 167 in 1976-77, an increase of 30 over the previous year. As of March 31, 1977 there were 7,496 handicapped persons in attendance. Workshop operating grants, to a maximum 80 per cent of their approved costs, totalled \$13,912,000.

Capital grants of 80 per cent of approved costs are also offered to voluntary organizations for the construction, acquisition, alteration or renovation of rehabilitation workshops, as well as for the purchase of basic furnishings or equipment. In 1976-77, a total of 129 voluntary organizations received capital grants, consisting of 20 capital construction grants totalling \$1,583,300 and 100 capital equipment grants totalling \$455,900.

Rehabilitation Adjustment Programs

The Branch supervises the comprehensive pre-vocational rehabilitation projects administered by municipalities under The General Welfare Assistance Act. Their objective is to remove personal, family and environmental barriers to vocational training and employment. Participants are given an opportunity for social and educational development within a working environment. Eighty per cent of the cost is provided by the Branch. Fourteen projects were funded in 1976-77 along with two planning projects. Approximately 925 persons were served at a cost of \$784,900.

Helping the elderly to be self-sufficient and to continue to participate in community life is the primary purpose of the services and programs of this Branch. The Branch works to create conditions that encourage enjoyment of old age and promote greater understanding by the rest of society of this stage of life.

Services and Programs

The Branch helps to provide day care service, elderly persons' centres and clubs that are usually run by members, as well as community outreach programs such as meals-on-wheels, vacation care, and day care in Homes for the Aged. The Senior Volunteers in Service program for smaller communities provides retired people with an expense allowance to act as information sources for other senior citizens and to act as advocates for them.

These programs are essential, since 95 per cent of seniors in the province live on their own or with relatives. For those unable to do this, 180 charitable and municipal homes for the aged accommodated 26,500 persons.

Homes for the Aged

The Ministry subsidizes these Homes offering residential or extended care services in an attractive setting that includes planned activities and opportunities for self-enrichment. All accommodation and services are based on ability to pay, with financial subsidy available if needed. Vacation care for up to four weeks for seniors who normally live with their families is now offered by 69 Homes for the Aged.

Elderly Persons' Centres

There were 94 Elderly Persons' Centres established under the legislation governing social and service delivery activities provided on a daily basis by a municipality or non-profit organization. Twenty-four Day Care or Drop-in Centres were established within municipal and charitable Homes for the Aged.

Financial Support

Subsidies and grants for senior citizen facilities and programs in 1976-77 amounted to almost \$98 million.

Research

The Ontario 20 Year Longitudinal Study on Aging, 1959-1978, completed its 18th year with some 59 per cent of

Developmental Resources

Mental Retardation Facility Services Division

the original 2,000 subjects still involved. They began participating on their 45th birthdays and are now 63 years old. This was the first (1976) year an outside agency, The Ontario Institute for Studies in Education (OISE), participated in the study. A Fellow undertook a special inquiry on continuous learning experiences and expectations of the participants.

Privilege Card

The Ontario Senior Citizens' Privilege Card was introduced in 1975 and more than 900,000 cards have been issued. The cards carry the name and signature of the holder and the Ministry of Health's drug benefit number, if the owner is eligible. The card also allows senior citizens free or reduced admission rates to many Ontario facilities. A special guide, *Where to Use Your Senior Citizen's Privilege Card*, has now been issued with the help of banks, businesses and cultural groups.

Assistance to Organizations

Grants in aid from the main office of the Ministry assisted the Canadian Association on Gerontology, the Canadian Geriatrics Research Society, the Senior Citizens' Centres Association of Ontario, and ongoing work for a National Consultation on Aging. Both United Senior Citizens of Ontario and Pensioners Concerned Canada (Ontario Division) were also assisted.

Information Services

The growing number and complexity of programs and services for the elderly in Ontario is reflected in the Ministry's extensive information programs. Through various publications, senior volunteers in service, senior citizens consultants in field offices across the province, and information materials associated with Senior Citizens' Week in June, the Branch actively promotes the services and opportunities available to retired people.

The long-term goals of the Developmental Resources group are to reduce the incidence and severity of mental retardation and to increase the opportunities for normal living for all mentally retarded people.

There are now 19 District Working Groups, formed as the keys to development of a comprehensive service delivery network to meet the long-term goals. These advisory bodies have representation from volunteer groups, service agencies, local Associations for the Mentally Retarded, the Ontario Association for the Mentally Retarded, parents and government. They plan and develop services for the retarded in their districts.

A Public Education Committee has been formed to increase understanding and acceptance of mental retardation at the community level. This committee is made up of representatives from the Ontario Association for the Mentally Retarded, its member associations and government staff. It is developing means of improving access for the retarded to accommodation, employment and recreation.

The two divisions of the Developmental Resources Group are the Facility Services Division and the Community Programs Division. The Facility Services Division has prime responsibility for the administration of provincially-operated facilities and community-board operations, as well as four diagnostic and assessment centres and a wide range of consulting services.

The Community Programs Division is responsible for ensuring the development of comprehensive, co-ordinated services and programs at the community level.

The Mental Retardation Facility Services Division provides a range of treatment, training programs and services in facilities for persons with developmental disabilities. It supports and promotes the development of community programs and accommodation alternatives to encourage integration of the developmentally handicapped into society.

The Division delivers programs and services for the developmentally handicapped and their families through 19 government-operated facilities, 10 community board-operated facilities and four diagnostic and assessment centres.

It provides assessment and diagnostic services to the community at large, plus crisis intervention, parent relief, residential care, training programs, nursing and medical care and treatment programs as required. The Division operates behaviour modification programs and other highly specialized treatment and training programs and services that require a facility setting.

It offers programs of instruction for parents and staff in the care and training of the mentally retarded. It conducts and supports highly specialized programs of research and education into the causes, prevention and treatment of mental retardation, intended to reduce its severity and incidence. It offers workshops in 11 Schedule I*0 facilities providing varying degrees of skills training.

It provides recreational and social activities and a full range of consulting and advisory services in support of care and treatment programs and the operation and management of facilities for the mentally retarded.

* Schedule I facilities are owned and operated by the Ministry.

One of the major undertakings was to reduce the resident population in Schedule I facilities during the fiscal year under review in accordance with the *Detailed Program Proposal Implementation Plan 1975* as alternative community accommodation and support services were developed. The Division achieved a net reduction in Schedule I facilities of approximately 300 residents with some 200 being placed in alternative community accommodation places. To prepare residents for community placement, Individual Program Plans have now been developed for all residents accommodated in provincial facilities. Efforts are currently underway to develop and implement at the start of the new fiscal year, a computerized resident statistical system throughout Schedule I and Schedule II* facilities to provide comprehensive, up-to-date information to assist the Developmental Resources group in future planning.

The Division participated in the development of appropriate amendments to The Developmental Services Act, 1974 to accommodate the establishment of community board-operated programs for the developmentally handicapped.

It participated in the transfer, on April 1, 1977, of administrative responsibility for L. S. Penrose Centre, Kingston, a Schedule I facility, to Ongwanada Hospital, Kingston, a community board.

Interim guidelines for the use of behaviour modification in Schedule I facilities were developed and implemented this year.

The Division played a major role in the development of the implementation plan for the 69 recommendations contained in the Willard Report, *Inquiry into the Management and Operation of the Huronia Regional Centre, Orillia*, tabled in the Legislature in November, 1976. As of March 23, 1977, fifty recommendations had been implemented, were being implemented, or had been approved for implementation.

The first residents were admitted to the newly established Cochrane-Temiskaming Resource Centre, a Schedule II facility in South Porcupine in 1976 as well as Bluewater Centre, a Schedule I facility in Goderich.

During the coming year a further number of residents will be prepared for community living placements in a continuing effort to reduce the resident population of Schedule I facilities. Efforts will be made to improve contacts with community agencies by establishing community liaison officer positions in facilities, as appropriate. Plans are also underway to develop facilities for the developmentally handicapped in the Metropolitan Toronto area.

The Branch, in its second year of operation, is responsible for co-ordinating and directing the activities of administrative, professional and service oriented consultants with a view to improving the overall efficiency and effectiveness of both community board-operated facilities and government-operated facilities.

It is directly responsible for the funding of ten community board-operated facilities which provide care, treatment and training to approximately 900 developmentally handicapped persons, and of four Diagnostic and Assessment Centres.

In summary, the Mental Retardation Facility Services Division and the Residential and Consulting Services Branch during 1976-77 were responsible for the funding of the 19 Schedule I facilities and ten Schedule II facilities, which provide care, treatment and training to approximately 8,000 developmentally handicapped persons; the supervision of approximately 200 residents placed in Approved Homes under the jurisdiction of Schedule I facilities; and four Diagnostic and Assessment Centres.

The statistical data 'Movement of Populations' indicates the significant dimensions of the program.

* Schedule II facilities are funded by the Ministry and operated by local community boards.

Mental Retardation
Community Programs
Division

Movement of Populations Schedule I Facilities for the Mentally Retarded, 1975 and 1976								
Facility	Admissions		Discharges		Population in residence at end of:		Population on books at end of:	
	1975	1976	1975	1976	1975	1976	1975	1976
Aurora								
Pine Ridge	16	7	13	7	142	129	175	171
Cedar Springs								
Southwestern Regional Centre	95	87	112	130	744	684	923	824
Cobourg								
D'Arcy Place	13	17	52	31	119	130	162	166
Edgar								
Adult Occupational Centre	100	102	134	101	127	135	275	289
Goderich								
Bluewater Centre*	—	6	—	1	—	89	—	94
Gravenhurst								
Muskoka Centre	12	13	30	17	241	231	279	270
London								
CPRI	465	449	443	448	65	61	121	114
Orillia								
Huronias Regional Centre	192	125	176	220	1295	1121	1532	1327
Palmerston								
Midwestern Regional Centre	28	37	21	42	159	152	224	209
Picton								
Prince Edward Heights	33	40	31	43	365	365	449	443
Smiths Falls								
Rideau Regional Centre	69	60	141	83	1303	1262	1499	1436
Toronto								
Surrey Place Centre	318	320	319	292	10	11	13	15
Woodstock								
Oxford Regional Centre	88	78	98	96	606	633	682	717
Brockville								
St. Lawrence Regional Centre	121	19	24	29	82	80	98	93
Kingston								
L.S. Penrose Centre	157	116	146	127	122	117	159	145
North Bay								
Nipissing Regional Centre	88	18	25	22	59	34	64	39
Whitby								
Durham Centre for the Developmentally Handicapped	36	24	32	56	126	134	152	151
Thunder Bay								
Northwestern Regional Centre	41	31	64	45	157	153	188	176
St. Thomas								
St. Thomas Adult Rehabilitation Centre	230	16	30	25	183	173	193	183
	2102	1565	1891	1815	5906**	5694***	7188	6862

This Division is responsible for developing and implementing communi-ty based support programs for families of retarded children, for finding living quarters in the community for mentally retarded people now in facilities, and for work and training options and support services for the mentally retarded.

The Division has two branches.

* Opened April 1, 1976

** Does not include 1,115 residents on leave of absence and 167 residents in Approved Homes on December 31, 1975.

*** Does not include 995 residents on leave of absence and 213 residents in Approved Homes on December 31, 1976.

Mental Retardation Community Services Development Branch

This Branch is responsible for ensuring the development of comprehensive community plans for services to the mentally retarded. Nineteen District Working Groups are developing service plans for their localities so that the mentally retarded can participate in normal daily activities. These District Working Groups include representatives of local agencies such as Associations for the Mentally Retarded, Children's Aid Societies, Boards of Education, service agencies, volunteer groups, parents and government. A Mental Retardation Coordinator has been appointed to each district by the Ministry to work with the Groups and act as liaison between them and the central office.

The Branch is also responsible for the provision of protective services for mentally retarded adults as they adjust to community living. Protective Service Workers offer support as they work to attain a level of ability that will enable them to cope for themselves. The workers also ensure that their clients are not exploited. During the past fiscal year, the number of Protective Service Workers was increased from 60 to 75.

Mental Retardation Community Resources Branch

This Branch is responsible for assisting associations for the mentally retarded and other community agencies in the development and provision of services for the mentally retarded and their families. It provides program evaluation and development, administrative assistance and financial support.

The work of the Branch is divided into two main areas, accommodation, and special support programs. All work and training programs which were under this Branch a year ago were consolidated with the workshop program in the Rehabilitation Branch on June 10, 1976.

Accommodation

The accommodation section of the Branch, operating under the legislative authority of The Homes For Retarded Persons Act, assists community groups in developing alternative community living quarters for the mentally retarded persons in facilities and those already living in the community.

During 1976-77, there were 968 new accommodation places approved in principle, and 444 put to use. This brings the total to 1,487 accommodation places now serving retarded persons in the community.

Of particular interest is a special program approved this past year in Metropolitan Toronto, providing 130 apartment places for developmentally handicapped people.

The staff in this area has also been actively involved in upgrading existing programs through program evaluation and program assistance.

Special Support Programs, Pilot Projects and Research

The purpose and thrust of the majority of these programs is prevention, education and support for the client and/or his family.

Programs such as infant stimulation, behaviour management, parent relief, recreation development, communication, assessment, diagnosis and genetic counselling, are designed to decrease the incidence of mental retardation, and its severity, and to enable retarded individuals to live and function as independently as practicable in the community.

Fifty programs in this area received approval and were operational during the fiscal year, and a further nine programs were approved to begin April 11, 1977.

The Accounts Branch provides financial information and accounting services for the Ministry and processes all payments to Treasury. This Branch performs a watchdog role in the restraint program. It also records all publications data for Public Accounts purposes.

As most Ministry expenditures are shared with the Federal Government, detailed analysis and record keeping is necessary for the rapid preparation of claims to ensure that maximum revenue is obtained from Ottawa.

The payroll function was split. The Personnel Services Branch undertook to keep employee names up to date on the Ministry payroll. The accounting function, delivery of salary cheques and salary verification was left with the Accounts Branch.

The Training and Staff Development Branch, in co-operation with program branches and the training staff of the Mental Retardation Facilities, has continued to make a wide range of training and development opportunities available to the employees of the Ministry. In addition, it has provided assistance to such organizations as Municipal Welfare Departments, Children's Aid Societies, Credit Counselling Agencies and Children's Institutions. These included in-house programs or tuition assistance for attendance at Civil Service Commission courses or courses provided by external organizations.

Basic Training for New Staff Members

The training of new field workers, along with the provision of a refresher course seminar, remains a major activity of the Branch. Some 86 new field workers and approximately 100 experienced field workers attended ten training sessions. In addition, a new introductory course for vocational rehabilitation counsellors was established and attended by 61 counsellors. A beginning has also been made on the development of a curriculum for the training of Children's Aid Protection counsellors and one for credit counsellors.

Special Skills—Technical and Managerial Training

A great variety of special training programs was organized, either directly by the Branch or in co-operation with program branches. These included a series of labour relations seminars for all managerial staff of the Ministry; financial seminars for field consultants involved in assisting agencies with problems of budgeting; workshops on improved use of the telephone; training in managerial skills for Directors of Children's Aid Societies and supervisors of the Ministry field staff. These in turn have been supplemented by extensive use of Civil Service Commission training courses and training provided by universities, community colleges and private training agencies. In all, 156 persons attended Civil Service Commission courses, involving an expenditure of approximately \$25,000.

This Branch is concerned with improving personnel management, policy formulation and review. Two major changes occurred during the year. The first was the transfer of 36 personnel positions from our M.R. facilities to the Personnel Services Branch for the formation of six Regional Personnel Services. Secondly, the Integrated Personnel, Payroll and Employee Benefits (IPPEB) system was assigned to the branch from the payroll section of the Accounts Branch. These two changes increased the personnel total for the branch from 32 to 81.

Administrative Services Section

This section is responsible for the administration of support services in the areas of employment, data control, correspondence and information. It also has responsibility for personnel records and for co-ordinating appeal campaigns within the Ministry, such as the United Way and the Red Cross Blood Donor Clinic.

The section has provided clerical and technical support to the Personnel Services Branch on employee and organization data. It has also been involved in providing organization and job description data, which has been necessary due to the conversion to the computerized IPPEB system and the attempt to reduce the Ministry error level to the objective of one per cent.

Employee Information Systems Section

The EIS section processes all personnel and payroll data to the computerized IPPEB system. It administers and processes payrolls, personnel changes and employee benefits.

The section is also responsible for communicating IPPEB information to the employees and to management in the form of computer reports, formal correspondence, and direct contact.

The section is divided into two units identified as Documentation Enquiry and Input/Output Control. The former initiates and/or ensures the processing of IPPEB related documents while the latter provides an internal accuracy checking service.

Compensation and Performance Standards Section

This section has been established to centralize responsibilities associated with compensation (classification and salary administration) and performance review of personnel services.

The broadbanding or job evaluation of management job classifications continued and 94 employees have been converted into the new management compensation plan; 632 positions were reviewed through regional offices and the section directed several organization and position audits. A policy and procedure for organization and position reviews was established.

Employee Relations

Grievances continued to be the most time consuming concern of this section. There was also representation in service-wide negotiations and standing committees on benefits and working conditions for management.

Of grievance cases reported there was an approximate 50 per cent increase over the previous year. Four cases went for arbitration in 1976-1977 compared with five in 1975-1976. Two were heard by the Grievance Settlement Board (Bargaining Unit), one of which was concluded in favour of the employee; and two by the Public Service Grievance Board (Management), one was resolved in the Ministry's favour. Each board adjourned one case indefinitely.

Personnel directives which relate to employee relations were updated and redrafted for review of application in the new regional branch structure. The objective is to implement a grievance seminar program and at least three directives by mid-summer.

A series of Employee Relations Bulletins on labour relations was started to improve the individual skills of staff members.

Central agencies have been combining labour relations and fringe benefits personnel. An administration officer will be returned to the section staff in the coming year.

A co-ordinator worked with a project team to effect the transfer of staff of the Ministry's L.S. Penrose Centre to a community board- operated resource centre on April 1, 1977.

Personnel Management Section

The major thrust of personnel activity was concentrated in the establishing of the regional areas, specifically Mid-Eastern, April 1, 1976; Central, September 1, 1976; Western, November 1, 1976; Southwestern, January 1, 1977, and Eastern April 1, 1977.

In view of the announcement concerning the establishment of a Children's Service Division within the Ministry, it is necessary to review regional activities while proceeding to consolidate and improve personnel services.

The major roles of the Capital and Administrative Services Branch are to provide administrative support services to meet the operational requirements of the Ministry and to co-ordinate and provide a technical support capability in all aspects of capital expenditure.

The components of the Branch include: Accommodation Section, Purchasing Section, Records Services Section, General Services Section, Capital Projects Section and Visual Centre.

Areas of responsibility include development of guidelines, design criteria and fire and safety standards in physical plants, and consultation on long-term leases.

The Branch is responsible for developing a program of Energy Management for the Ministry and its Agencies.

A supply management program is provided through the services of the Purchasing Office and Inventory Control Co-ordinating Services.

Centralized mail sorting, stock supply, photocopy/duplicating services and Telex service are maintained in conjunction with the messenger and transportation service at Queen's Park.

The Branch reviews systems for handling records and for microfilm and word processing. Forms Management designs and maintains Ministry forms.

Audio Visual resources are available to the Ministry and other government agencies through the studio facilities.

Management and Financial Services Branch

Projects Completed 1976-77

A total of 181 capital projects was completed in 1976-77 providing an additional 5,000 units and replacement of 375 existing units.

A Manual of Administration on capital transfer payments was completed and standardization of capital related forms implemented.

A program of research and product study has resulted in additional commodities being consolidated for bulk purchasing. For example, two clothing shows were held to enable buyers from Ministry institutions to make volume purchases.

Improved written tender operational procedures were developed, with implementation expected in 1977-78. Guidelines and procedures on supply assets control were completed and included in the Ministry Manual of Administration. Several sections of accommodation procedures were written for inclusion in the Manual.

A reduction in costs totalling \$324,000 was brought about by improved records retention and Ministry forms and by implementation of recommendations related to filing and records systems.

Office accommodation for the Northeast and Southwest Metro Toronto local offices has been established and improvements provided for other office locations under the Ministry lease program. A total of 37 Ministry related capital projects were scheduled. Nine of them were completed and 28 are being worked on.

During the year the Branch was merged with the Management Information Systems Branch. Its principal purpose is to improve productivity and business management practices in the Ministry and associated agencies. The Branch is made up of seven units.

Financial Management Services

This Unit provided services to 144 Ministry agencies and to Branches with emphasis on budget analysis and financial systems evaluation. Additional services included financial and/or management reviews and assessments, administrative systems, procedures and practices.

Management Systems

This Unit assists management with organizational, system and work studies and in developing procedure manuals for various operational activities. During the year the staff members designed, developed and implemented (province-wide) the processing requirements for decentralizing the Accounts Payable System for the Rehabilitation Branch; provided in-depth operational analysis studies in several District and Local Offices; and developed the computerized Integrated Personnel, Payroll and Employee Benefits (IPPEB) Operating Procedures for the Employee Information Systems Manual.

Financial Development Services

This Unit provides services related to: financial management and control systems; financial-administrative aspects of Ministry legislation and policy and cost sharing services.

The program of upgrading agency accounting and financial reporting practices was continued. Schedule II Facilities funded under The Developmental Services Act were converted to reporting based on functional-program costing. Reporting systems begun in 1975-1976 were completed for Children's Aid Societies and work activity projects. Work commenced on a more responsive control system for workshops funded under The Vocational Rehabilitation Services Act.

The methodology and initial cost sharing claims to the Federal Government for Mental Retardation institutional and community programs were completed.

Management Information Systems—Agency

These services were supplied predominantly to the Municipal Welfare Consulting Branch. Staff members provided support in reviewing the operation of automated General Welfare Assistance systems, in the development of new automated systems, and assisted in the transfer of payments for drug benefits from the Municipalities to the Provincial Ministry of Health.

The Unit is also participating in the development of a jointly-sponsored, province-wide, provincial -municipal General Welfare Assistance System.

Financial Services Unit

This Unit now has nine financial service officers assigned throughout the Ministry to advise and assist senior Ministry staff and to work with consultants from the Financial Development and Financial Management Services.

Management Information Systems—Operational Continuity Function

This Unit was established at the beginning of the fiscal year 1976-1977 to provide effective support for the Ministry's operational computer systems.

Support was assumed for eight operational systems encompassing 196 support activities.

Management Information Systems—Ministry

During the year work continued on the case and management information systems being developed for the Rehabilitation and Child Welfare Branches. The former system will be operational in the 1977-1978 fiscal year.

Two small prototype systems were under development to provide management with program and financial information concerning facilities financially supported and/or licensed by the Ministry. From these prototypes, in Day Nurseries and Capital Projects, will come the design considerations and a plan for a Ministry-wide Facilities Management Information System.

Consultation was provided on data-processing budgets and EDP equipment.

The Branch is a centralized support service, responsible for reporting to management on the control aspects of Ministry operations, and also for reporting on the adequacy and reliability of financial data used by management for control and decision-making purposes.

Although Branch administration is centralized, the work of the audit staff is decentralized. Operational and financial audits were conducted in Ministry establishments throughout the province. Staff also visited local charitable corporations, private societies and municipalities involved in Ministry programs, reviewing their claims for grants and subsidies.

In addition to the regular audit assignments undertaken, assistance on concepts of control and security was provided for two teams engaged in design projects for automated data processing.

The Policy Analysis and Financial Planning Secretariat provides analytical services to the Ministry through: development and/or co-ordination of policy alternatives; the development of the Multi-Year Financial and Program Plans; co-ordination and development of the Annual Estimates; provision of research services and statistics.

The Secretariat reports directly to the Deputy Minister, acting in policy and financial relations with the various central agencies of government such as Management Board and Policy Field.

The Secretariat is divided into three broad areas—Policy Analysis, Program Analysis and Financial Planning, and Research.

In its third year of operation this office comprised a co-ordinator and a secretary.

A Provincial Advisory Council, consisting of representatives from Queen's Park, District Offices and Mental Retardation Facilities, meets quarterly to provide a link between Women's Services Office and Ministry employees.

Several sub-committees were formed to investigate specific issues such as the Ministry's Staff Training and Development Policy. The committee produced a Position Paper which recommends a number of changes to that policy. It has been submitted to the Deputy Minister for her consideration.

A sum of \$5,000 was allocated in the 1976-77 budget for special projects. Three projects were funded, including a training workshop for Co-ordinators of Mothers' Employment Projects.

Women's Services continued to run Career Development Workshops for Ministry Staff. Fourteen workshops have been offered, attended by about 350 employees.

The Co-ordinator of Women's Services continued to be a member of the Affirmative Action Council and also sat on a Task Force concerned with getting the program out to the staff located in the Regions.

Two students whose services were donated by the Women Crown Employees Office worked on the program during the summer months. They were responsible for such activities as Let's Talk Panel Discussions, a Career Development Follow-Up Study and a statistical analysis of the Male/Female Clerical Statistics.

The office continues its involvement in the monitoring of personnel policies and practices and providing guidance and counselling as requested.

The chief function of the Communications Branch is to supply information and assistance to the public on Ministry programs and services. It also provides information on public and media needs to appropriate branches within the Ministry.

Because the Ministry has a large staff, spread across the province, the Branch also has a role in ensuring effective internal communications. A priority of the Branch is consultation with the field to ensure that the 90 per cent of the Ministry staff who work in the community in direct service have the communications resources to assist them.

Public and Media Enquiries

During the year, 13,500 telephone and 3,600 written requests and about 550 personal inquiries were handled. Close liaison was maintained between the Citizens' Inquiry Branch and our own program branches. Direct calls from the general public were also serviced by Special Projects staff.

Media Liaison

Continuing contacts were maintained with the press, radio and television media through news releases, statements, direct discussion, analysis of results, clipping distribution and other communications functions. Research and draft speeches were provided as required. Increasing interest is being expressed by the print and broadcast media in features on social issues.

Public Education

Staff provided consultation, research and proposals on various program activities including mental retardation, senior citizens, rehabilitation, children's programs and public awareness of social services activities and needs. The following four programs illustrate the major communications projects accomplished during the year.

The Branch initiated and provided the leadership, administrative staff support and initial communications plan for the Provincial Mental Retardation Public Education Committee. The Committee was composed of members of the Ontario Association for the Mentally Retarded, two local associations, communications staff, and provincial mental retardation staff under the chairmanship of the communications staff. Major accomplishments included the development and distribution of an inventory of existing public education materials throughout Canada, the development of a provincial education program to increase public acceptance and understanding of the retarded, the identification of priorities for communications materials and the creation of a vehicle to share information between the government and voluntary agencies on how to make the best use of information resources.

A second major communications project focused on hiring the handicapped. The Rehabilitation Branch and the Communications Branch developed materials to assist businesses to understand the potential of the handicapped and the services of the Ministry which help in placement. Two brochures and a film on the employability of the handicapped entitled *A Worker Like Any Other* were produced and distributed throughout the province. In addition, assistance was provided to organize a seminar with businesses on this concern.

Honour Roll of Service

Employees Attaining 25 Years' Service in 1976-77

In the area of child abuse prevention, the Branch and the Child Abuse Prevention Committee developed extensive resources to assist local agencies and individual parents in preventing or recognizing and treating child abuse. A series of seminars were conducted throughout the province, feature media coverage was encouraged and training programs were initiated during the year.

In the area of services to senior citizens, the major project was to develop an awareness in seniors of the volunteer contribution they can make after retirement and the need in the community for a variety of skills. Emphasis was placed on examples of senior citizens who were contributing, in unusual ways, their special talents. Through the brochure *Where to Use Your Ontario Senior Citizens' Privilege Card*, seniors were informed of the variety of recreational, health, and other services available at reduced rates for senior citizens.

Communications Resources

In addition to public education projects, many information resources were developed or co-ordinated by the Branch. The pamphlet series on the programs of the Ministry was completed and distributed and the revision of all general information brochures and newsletters for Facilities for the Retarded was initiated. A legislation distribution policy and a visual identity program were established.

Particular attention has been paid over the last year to identifying existing resources, such as publications and films, from other jurisdictions and bringing them to the attention of others in the Ministry. This has been particularly successful in the audio-visual catalogue developed by the Branch on all films and audio-visual presentations of interest to social service staff.

H.G. Ariss
Huronion Regional Centre
P.I. Ashton
S.T.A.R.T.
A.G. Bennett
Rideau Regional Centre
L.G. Bennett
Rideau Regional Centre
G.M. Branch
Huronion Regional Centre
M.S. Brooker
Huronion Regional Centre
A.D. Bryant
Provincial Benefits
G.E. Cassell
Rideau Regional Centre
W. Chiurko
Oxford Regional Centre
R.E. Clarke
Capital and
Administrative Services
H.M. Corry
Huronion Regional Centre
T.P. Cox
Rideau Regional Centre
H.F. Culley
Accounts
M.E. Dickie
Rideau Regional Centre
S. Dimitrijevic
Surrey Place Centre
M. Duffy
Oxford Regional Centre
S.E. Edgar
London District Office
L.B. Francis
D'Arcy Place Centre
G.D. Fraser
Oxford Regional Centre
E.D. Givens
Huronion Regional Centre
B.M. Griffith
Rideau Regional Centre
O.C. Hall
Rideau Regional Centre
V.T. Heisler
Durham Regional Centre
J. Hepple
Pine Ridge
W. Hughes
Rideau Regional Centre

R.E. Hunter
Huronion Regional Centre
L.W. Jolliffe
Oxford Regional Centre
G.R. Kettles
Rideau Regional Centre
M.I. Latimer
Rideau Regional Centre
J.G. Lawlor
Rideau Regional Centre
D. W. Leno
Provincial Benefits
M. McConnell
Pine Ridge
O.R. McDaniel
Bluewater Regional
Centre
A.R. McNulty
S.T.A.R.T.
B.E. Meinecke
Midwestern Regional
Centre
J.B. Mercer
Huronion Regional Centre
W. Mitchell
S.T.A.R.T.
D.H. Monaghan
Rideau Regional Centre
C.E. Morrison
Oxford Regional Centre
G. Murdoch
Huronion Regional Centre
S.L. Nettleton
Oxford Regional Centre
E.J. Nicholson
Rideau Regional Centre
S.H. Norris
Rideau Regional Centre
E.E. Penney
Senior Citizens
H.N. Percival
Rideau Regional Centre
W.H. Reynolds
Rideau Regional Centre
H.P. Rogers
Huronion Regional Centre
E.J. Sammons
Rideau Regional Centre
J.M. Sheppard
Provincial Benefits

R.A. Steele
Huronion Regional Centre
W. Taylor
Rideau Regional Centre
S.M. Thomson
Provincial Benefits
L.M. Tregenza
Rideau Regional Centre
M.G. Weese
S.T.A.R.T.
F.W. Whitmore
Rideau Regional Centre
E. Wilker
Rideau Regional Centre

In Memoriam

A. Alward
Southwestern Regional
Centre
May 23, 1976

F.M. Carriere
Southwestern Regional
Centre
May 1, 1976

W.A. Davis
Huron Regional Centre
October 1, 1976

B. Gayton
Prince Edward Heights
July 15, 1976

N.M. Hlymbickij
Oxford Regional Centre
September 12, 1976

E.B. Holt
Metro-Central
November 2, 1976

M.C. Hooper
Huron Regional Centre
September 15, 1976

L.A. Huton
St. Lawrence Regional
Centre
June 19, 1976

E.A. Kiiskila
Northwestern Regional
Centre
Oct. 9, 1976

J.B. Lawson
Rideau Regional Centre
April 11, 1976

K.L. Lindsay
Oxford Regional Centre
July 16, 1976

E.E. Linton
D'Arcy Place
May 18, 1976

A.L. McSorley
Rideau Regional Centre
June 17, 1976

G.E. Mitchell
Rideau Regional Centre
December 22, 1976

G.V. Morris
Huron Regional Centre
November 16, 1976

J.F. Patterson
Rideau Regional Centre
June 19, 1976

J.L. Prow
Oxford Regional Centre
December 27, 1976

L.P. Rakus
Southwestern
Regional Centre
October 6, 1976

L. Spooner
Rideau Regional Centre
July 25, 1976

G. Thompson
Midwestern
Regional Centre
December 20, 1976

M. Tuggey
L.S. Penrose Centre
July 15, 1976



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**Report of the
Ministry of
Community and
Social Services**

**47th Annual Report
for the Fiscal Year
Ending March 31, 1978**





**Report of the
Ministry of
Community and
Social Services**

47th Annual Report
for the Fiscal Year
ending March 31, 1978

1977-1978

**Letter of
Transmittal**

To Her Honor
The Lieutenant Governor
in Council

May it please Your Honor:
The undersigned has the honor
to present the 47th Annual Report of
the Ministry of Community and Social
Services for the fiscal year ending
March 31, 1978.

Respectfully submitted.

A handwritten signature in dark ink, reading "Keith Norton". The signature is written in a cursive style with a long horizontal flourish at the end.

Hon. Keith C. Norton,
Minister
September 30, 1978.

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Deputy Minister's Report

During 1977-78, the Ministry of Community and Social Services maintained its high level of service to people in need while, at the same time, undergoing significant organizational and operational changes.

Implicit in every undertaking was a continuing commitment to provide optimum assistance to people of Ontario to whom we have a responsibility and an obligation to ensure competent and courteous service to the public at all times.

A number of administrative and organizational changes took place during the fiscal year.

Dr. Dorothea Crittenden was appointed Chairman of the Ontario Human Rights Commission in February. During her 33-year career in social services, she played a major role in the formulation of Ontario's social service policy. Deputy Minister of Community and Social Services since January 1974, Dr. Crittenden was the first woman appointed to such a post by a Canadian government.

Another major development during the year was the creation of the ministry's Children's Services Division, effective July 1, 1977.

This new division, headed by an associate deputy minister, Judge George Thomson, consolidated services to children previously provided by four ministries. It immediately undertook a program of public consultation which encouraged public participation in the areas of policy development and legislative amendments.

This link with the community included a number of visits to Ontario municipalities by officials of the division and distribution of a series of public consultation papers dealing with issues arising out of the provision of care to children with special needs.

The feedback has assisted officials of this new division to develop legislation, priorities and standards with a view to improving services to children.

Other initiatives were introduced during the year which improved channels of communication between the ministry and the many segments of the public it serves.

The minister announced approval of one demonstration project in Waterloo, and another in Sudbury to develop planning and coordination of social services delivery wherever possible.

In November, 1977, the ministry's first coordinator of French Language Services was appointed. Among the responsibilities of the incumbent, Abbie Lavigne Allan, was to identify French language needs as they related to the ministry and suggest ways to improve services to that segment of the population.

One of the highlights the year, from a financial standpoint, was the minister's announcement in March that the provinces and Federal Government had reached agreement on a new funding formula that accorded Ontario greater flexibility in determining cost-shared spending priorities.

The minister noted that the proposed block funding formula would enable the ministry to determine to a larger degree those social services that are provincial priorities and would also broaden the base of services that would be cost-shared under the federal-provincial agreement.

Many of the activities during the year stressed both accountability and ability to respond more readily and effectively to community needs.

In February, following a ministry-commissioned study, a management consulting firm submitted a set of recommendations to the ministry dealing with the question of reorganizing social services delivery.

The study recommended a more decentralized approach to program delivery and a greater degree of decision-making at the local level.

The study also indicated that the ministry's central financial management activity required strengthening. To that end, it was suggested that a Finance and Administration Division be created with an assistant deputy minister as its chief operating officer.

The division, as recommended in the report, would be responsible for the following major functions within the ministry: overall financial control, provision of information to the strategic and operational or program planning activities of the ministry, development and administration of financial and management information systems, financial control of capital expenditures, personnel and other administrative services.

The recommendations were accepted in principle and the selection process for the new assistant deputy minister began late in the fiscal year.

Other recommendations in the study were under close and careful review as the year ended, in preparation for response in April, 1978.

In summary, 1977-78 was a year of completed or contemplated change, both organizationally and operationally. It was a year of continuing constraints with the emphasis on providing the most appropriate programs and services to meet the needs of the people of Ontario. It was also a year of significant staff growth, largely the result of the creation of one ministry division from units of three other ministries to be responsible for the provision of service to all children in the province with special needs.

Throughout all the change and challenges, the accent was and will continue to be on accountability and the efficient and effective provision of services to the public.

Statutes Administered Social Resources by the Ministry of Community and Social Services as of March 31, 1978

The Blind Persons' Allowances Act
(program administered under
The Family Benefits Act)
The Charitable Institutions Act
The Child Welfare Act
The Child Welfare Municipal Payments
Continuance Act
The Children's Boarding
Homes Act
The Children's Institutions Act
The Children's Mental Health
Centres Act
The Children's Mental Hospitals Act
The Children's Services Transfer Act
The Day Nurseries Act
The Developmental Services Act
The Disabled Persons' Allowances Act
(program administered under
The Family Benefits Act)
The District Welfare Administration
Boards Act
The Elderly Persons Centres Act
The Family Benefits Act
The General Welfare Assistance Act
The Homemakers and Nurses Services
Act
The Homes for the Aged and
Rest Homes Act
The Homes for Retarded Persons Act
The Indian Welfare Services Act
The Ministry of Community and Social
Services Act
The Provincial Courts Act (part)
The Soldier's Aid Commission Act
The Training Schools Act
The Unified Family Court Act (part)
The Vocational Rehabilitation Services
Act
The Welfare Units Act

The Office of the Assistant Deputy Minister, Social Resources, is responsible for the delivery of division programs through the network of 19 district offices and more than 60 local offices. Services are provided in the areas of provincial benefits, municipal welfare consulting, senior citizens, rehabilitation, as well as legal aid assessment.

Prior to July 1, 1977, and the reorganization by the establishment of the Children's Services Division, the Social Resources Division was also responsible for child welfare, day nurseries and the child abuse program.

The Office of the Assistant Deputy Minister also includes a consulting unit which is responsible for the ministry's family crisis program, which seeks to prevent or reduce family problems and dependency on social assistance; the home economics program which provides consulting services to institutions and individuals and limited research activities.

These programs are intended to support family life and independence through a variety of services, including financial assistance to persons in need, residential services and alternate care for persons with special needs, assistance to individuals in obtaining suitable employment, and support of social research education and delivery.

District Offices

The province is divided into northern and southern areas. Each area is headed by an executive coordinator responsible to the assistant deputy minister.

The 19 districts provide delivery services for provincial benefits, rehabilitation, legal aid assessment and general welfare assistance where there are no organized municipalities. Consultation and financial control services on general welfare assistance and homemaker services are provided to municipalities. Consultants are located in the district offices to provide consultation and inspection services for day nurseries and homes for the aged. The district directors serve as ministry representatives to the mental retardation district working group in their community.

District directors have participated in the work of various government and district committees to ensure that social and physical concerns are interrelated. They have served on local children's committees to initiate the consultation process related to the future design and direction of the Children's Services Division. In all districts this also involved participation in child abuse projects.

Most of the districts have initiated or continued special projects to assist mothers on provincial benefits to re-enter the labor market. Services provided include group counselling, meeting financial needs and providing upgrading and training courses. Purchase-of-service agreements with local agencies have been used as one method of stimulating services to mothers.

In addition to continuing with the management-by-results application to all programs provided by the districts, emphasis has been placed on organizational effectiveness. Studies have been undertaken to assess the responsiveness of our services to community needs. In some cases this has included the gradual shifting of management staff from the district office to local offices, to provide for coordination at a specific geographic location. Local selection committees have made a significant impact on the decisions affecting clients entering the rehabilitation program.

Northern Ontario

Keewatin-Kenora
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Box 429
Keewatin, Ont.
P0X 1C0
(807) 547-2801

Kirkland Lake
8 Hudson Bay Ave.
Box 398
Kirkland Lake, Ont.
P2N 3J1
(705) 567-3391

North Bay
222 McIntyre St. W.
Suite 408
North Bay, Ont.
P1B 2Y8
(705) 474-3540

Sault Ste. Marie
123 March St.
Suite 304, Box 68
Sault Ste. Marie, Ont.
P6A 5L2
(705) 256-5666

Sudbury
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Sudbury, Ont. P3E 4S6
(705) 674-3151
ext. 271

Thunder Bay
1200 Walsh St. W.
Thunder Bay, Ont.
P7E 4X4
(807) 475-1515

Southern Ontario

Barrie
Civic Square Tower
5th Floor
70 Collier St., Box 910
Barrie, Ont. L4M 4Y6
(705) 737-1311

Belleville
14 Bridge St. W.,
Box 816
Belleville, Ont. K8N 5B5
(613) 962-9562

Cornwall
132 Second Street E.
Box 1358
Cornwall, Ont.,
K6H 5V4
(613) 932-3381

Hamilton
100 Main St. E.
39-40th Floor
Hamilton, Ont.,
L8N 3X8
(416) 526-9300

Kingston
1055 Princess St.
Suite 103
Kingston, Ont.
K7L 5T3
(613) 544-6206

Lindsay
322 Kent St.W.
Box 7000
Lindsay, Ont. K9V 5E5
(705) 324-6128

London
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London, Ont. N6A 5A9
(519) 438-5111

Metro Toronto
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5th Floor
Toronto, Ont.
M4R 2C9
(416) 965-8449

Ottawa
2197 E. Riverside Dr.
Room 201
Ottawa, Ont. K1H 7X3
(613) 737-5520

St. Catharines
110 James St. Box 176
St. Catharines, Ontario
L2R 6S4
(416) 688-3022

Waterloo
75 King St. S.
Suite 501
Waterloo, Ontario
N2J 1P2
(519) 886-4700

Windsor
Ontario Gov't. Bldg.
250 Windsor Avenue
Windsor, Ont.
N9A 6V9
(519) 254-1651

York-Peel
20 Nelson St. W.
Suite 201
Brampton, Ont.
L6X 2M5
(416) 453-3181

Provincial Benefits Branch

The major activity of the Provincial Benefits Branch is the administration of *The Family Benefits Act and Regulations*, which provides monthly allowances and other benefits to persons who need long-term financial help. Such persons include the aged, blind, disabled and permanently unemployable, mothers with dependent children, and people caring for foster children.

Applications and reports are completed by field representatives in the district offices. Decisions concerning eligibility and the amount of assistance are made in the Provincial Benefits Branch. All decisions are sent to applicants and recipients by letter, including notification of the right to appeal.

To determine eligibility and amount of assistance, an assessment is made of the applicant's basic and special needs, family situation, liquid assets and available income. Premium-free health insurance enables all recipients to obtain medical and standard hospital care as well as free prescription drugs listed in the Drug Benefit Formulary of the Ministry of Health. Dental coverage is provided to recipients with dependent children, and the cost of purchase, replacement or repair of eyeglasses and hearing aids may also be covered if required.

Other benefits include an annual payment made in August for all child beneficiaries four years and older, primarily to help with the costs of returning to school. In addition, recipients who leave the program to undertake full-time employment may be eligible for a phase-out allowance extending over the first three months of their employment. All recipients who work part-time have part of their earnings exempted and there is also a deduction for work expenses.

Another significant aspect is the provision of assistance to recipients who require skill training before entering the labor force. Recipients who are parents with dependent children and who undertake approved Canada Manpower training courses, (approved as likely to lead to remunerative employment), may continue to receive a minimal allowance plus coverage for medical, dental, and drug expenditures. These recipients may also become eligible for the phase-out allowance when their courses are completed and they enter full-time employment.

On March 31, 1978, there were a total of 112,553 persons receiving family benefits allowances. Within this group, the disabled and blind receive a monthly guaranteed amount under the Guaranteed Annual Income System, (GAINS-D). On March 31, 1978, there were 38,250 GAINS-D recipients, representing approximately 34 per cent of the total family benefits caseload. In addition, there were 3,177 aged and disabled persons in institutional care receiving family benefits allowances exceeding the GAINS-D rate, and 532 persons in chronic care facilities receiving comfort allowances.

Of all those receiving these allowances, 48,558 were single persons, 60,600 were families with or without dependent children, and 3,749 were foster parents. Single persons receiving assistance were mainly in the following categories: disabled, permanently unemployable, aged or blind. Of the family cases, 6,010 were medically disabled or permanently unemployable fathers, 48,702 were mothers with dependent children, and the remainder were couples, one or both of whom were blind, disabled or aged. In total, there were 232,850 beneficiaries, an increase of 3,321 over last year. The branch also continues to administer 12 blind persons' allowances and 27 disabled persons' allowances.

Those who are refused an allowance or those whose benefits are changed or cancelled may appeal to the Social Assistance Review Board. The board issues its own annual report providing statistics of cases appealed under *The Family Benefits Act*, *The General Welfare Assistance Act*, *The Vocational Rehabilitation Services Act* and *GAINS (The Ontario Guaranteed Annual Income Act—Ministry of Revenue)*.

In June 1977, a new program was initiated which provides allowances, up to \$150 per month, for families who are caring for severely handicapped children at home. By the end of the year, 738 families were receiving this allowance. It is designed to encourage families to care for their handicapped children at home, where possible, by assisting them with the additional costs incurred as a result of the child's disability.

In order to reduce case processing time, changes to the organization of files were made during 1977-78, including installation of a mini-computer control system for file management and a color-coding system for file folders.

Desertion Services

Desertion services helps locate spouses who have deserted their families, in order that support may be pursued and provides liaison services with family courts regarding enforcement procedures. It also acts as a resource for parental support workers in district offices for the recovery of support payments assigned to the ministry which ensures that the client receives full entitlement on a consistent basis.

Legal Aid Assessment

The legal aid assessment service assesses applicants for legal aid and makes recommendations to area directors about an applicant's ability to pay. There were 100,406 persons referred to the ministry for interview and assessment, a decrease of 2,193 from the previous year.

Soldiers' Aid Commission

The Soldiers' Aid Commission assists veterans of World Wars I and II and the Korean War, and their dependents in emergency situations. The commission helps meet extraordinary needs by assisting those eligible to obtain dentures, eyeglasses and hearing aids.

Municipal Welfare Consulting Branch

This branch assists and advises municipalities and Indian Bands in the administration of *The General Welfare Assistance Act and Regulations*, *The Homemakers and Nurses Services Act and Regulations* and *The District Welfare Boards Act*, centrally and through the district offices of the ministry.

General Assistance

Financial aid is provided by municipalities or Indian bands to heads of families or single persons in need in municipalities or on reserves. Eligible persons in areas without a municipal organization are assisted through ministry district offices. Most persons on general welfare assistance are sole-support mothers, the unemployed, and those in ill health. Other categories include students, elderly persons and those caring for foster children.

Supplementary Aid

Supplementary aid may be granted to recipients of old age security, family benefits, GAINS and vocational rehabilitation allowances to help meet the cost of extraordinary needs.

Special Assistance

Special assistance may be provided to those receiving general assistance or those suffering financial hardship to cover the cost of optical and dental needs, prosthetic appliances, vocational training and other specific requirements.

Work Activity

During the year, the administration of work activity was transferred from the Rehabilitation Branch to this branch. There were 11 operational projects serving about 900 persons. Funding is available to the municipality at 80 per cent.

Indian Bands

Indian bands may assume the responsibility for administering social assistance to their own people on the reserve. At March 31, 1978, 85 bands had been approved to administer social services.

District offices are involved in training programs and courses for band social service administrators are conducted in locations convenient to reserves. In this way, local problems can be identified and solved.

Credit Counselling

The ministry directly subsidizes 60 per cent of the operating expenses of approved credit counselling services. As of March, 1978, there were 27 approved agencies providing counselling and practical assistance on consumer credit, general budgeting and money management matters.

Other Counselling Services

Municipalities may set up purchase-of-service agreements with local counselling agencies to provide counselling services to persons in need in their communities. The cost of these services is shared 50 per cent with the Province.

Homemakers and Nurses Services

The intent of *The Homemakers and Nurses Services Act* is to preserve, maintain and strengthen family life during illness or absence of a mother or other persons in charge of a child. It also assists elderly, convalescent, handicapped, chronically ill or otherwise disabled persons to remain in their own homes whenever possible.

When a household needs assistance to avoid family or financial difficulties, a homemaker may be provided. These flexible services make it possible to respond to a wide variety of health and social service needs.

Services are provided by 33 branches of the Victorian Order of Nurses, 54 branches of the Canadian Red Cross Society, other non-profit groups, commercial agencies and individuals.

There are 12 municipalities and 21 Indian bands which employ 39 homemakers, usually to teach home management skills.

Visiting-nurse service in the home is provided on the instruction of an attending physician. This service is supplied by the Victorian Order of Nurses, St. Elizabeth Visiting Nurses' Association and individual registered nurses.

Homemaker and nurses services may be available directly from municipalities, Indian bands or under a fee-for-service agreement between the municipality or Indian band and the supplier.

Grants are available to persons, municipalities, Indian bands and other organizations toward the cost of approved training courses for homemakers.

Rehabilitation Branch

The primary role of the Rehabilitation Branch is to develop, restore or improve the working capacity of physically or mentally handicapped persons to enable them to obtain employment. This includes employment in the open labor market, sheltered or in-home employment, self-employment or the occupation of homemaker.

A secondary role of the Rehabilitation Branch is to assist in the development of residential services for physically handicapped adults and rehabilitative halfway-house accommodation for adults with social problems.

The branch had a field staff of 212 counsellors and supervisors in 43 offices throughout the province. Field staff interview clients to assess their capabilities and arrange for medical restoration, training, tools and equipment, transportation and living expenses; and help with job placement. Counsellors also work in the community to develop and coordinate rehabilitation services for handicapped persons. During the fiscal year, 6,578 handicapped persons were referred for vocational rehabilitation. A total of 12,772 received one or more services and 1,783 of these were assisted in finding employment.

Services

Psychological testing and specialized medical, educational, workshop and work assessments are used by counsellors. The ministry does not operate rehabilitation centres but rather, purchases community resources. Rehabilitation workshops, supported through operating and capital grants, are an important assessment resource as are educational institutions and competitive work situations. Assessment services in 1977-78 cost \$998,500.

Restoration services which enable handicapped persons to achieve their best physical level included artificial limbs, braces, wheelchairs, dental services and drugs. The cost of these services was \$561,900.

Work adjustment training, offered primarily by rehabilitation workshops, was provided for 862 persons. In addition, 439 attended post-secondary courses at community colleges, 330 were sponsored in university programs, 463 received academic upgrading and basic skill training, 71 were enrolled in private trade school programs and 114 took high school courses. There were 365 persons trained on the job and 379 received other training. The branch covered the cost of educational courses, books and supplies and contributed half of the wages paid by employers who provided on-the-job training. Training services during the year totalled \$3,133,500.

Maintenance Allowances

Maintenance allowances and special transportation expenses are paid to handicapped persons while they are in formal assessment or training programs. The monthly maintenance allowance range includes: \$197.40 for a person with no dependents who lives with his or her parents; \$231 for a person with no dependents who lives independently and \$399 for a person with four or more dependents. A total of \$3,063,900 representing 10,916 client months of maintenance allowance, was paid in 1977-78.

Financial Aid to Rehabilitation Agencies

Grants totalling \$1,022,700 subsidized staff salaries in six voluntary organizations which provide rehabilitation services to disability groups with highly specialized needs. Included in these groups are persons with hearing or sight impairment, those who are mentally retarded and those with spinal cord injuries.

Financial Aid to Workshops

There were 187 approved rehabilitation workshops operated by voluntary organizations in 1977-78, an increase of 20 over the previous year. As of March 31, 1978, attendance totalled 8,816 handicapped persons. Workshop operating grants, to a maximum 80 per cent of approved costs, were \$16,816,400.

Capital grants of 80 per cent of approved costs are also offered to voluntary organizations for the construction, acquisition, alteration or renovation of rehabilitation workshops, as well as for the purchase of basic furnishings or equipment. In 1977-78, 118 voluntary organizations received capital grants, consisting of 123 capital construction grants totalling \$2,646,000 and 245 capital equipment grants totalling \$833,800.

Adult Residential Services

The Rehabilitation Branch's halfway-house program supports non-profit corporations by providing 80 per cent of operating costs to a ceiling of \$17 per day. It also provides 80 per cent of debt-retirement costs in the delivery of rehabilitative services for alcoholic, ex-offender and socially disadvantaged persons. For the chronic alcoholic person, the halfway house is a post-detoxication facility. It attempts to break the revolving door of drink, arrest, court and jail by giving an opportunity to learn conventional activities of daily living. For the ex-offender the halfway house is a transition from incarceration back into the community. For the socially disadvantaged person it is also a transitional residence between the psychiatric facility and the community.

The Rehabilitation Branch also funds group homes for the physically handicapped adult. These residences of up to 12 beds can provide a long-term living situation for those who will never have the capacity to live independently. Group homes also serve as a transitional living situation for those who need time to acquire confidence and daily living skills before moving into the community.

Funding for all the above residences is under *The Charitable Institutions Act*.

In addition, the branch shares in funding demonstration projects in apartment-style and self-contained living. The Ministry of Housing funds the housing units and rent supplements and the Ministry of Community and Social Services funds the support services. This conventional living environment represents an alternative to the chronic hospital or the nursing home for some of the tenants.

Category	No. of Homes	No. of Beds	Operating and Debt retirement costs
Alcoholics	25	486	\$1,944,732
Ex-offenders	7	108	\$ 267,204
Socially Disadvantaged	2	33	\$ 65,664
Total	34	627	\$2,277,600
Adult Group Homes	9	180	\$ 483,432
Demonstration Projects	2	26	\$ 156,180
Total	11	206	\$ 639,612

Senior Citizens' Branch -- Office on Aging

Helping the elderly to be self-sufficient and to continue to participate in community life are the primary purposes of the services and programs of this branch. The branch works to create conditions that encourage enjoyment of old age and participation in the post-retirement years. The use of attitude instruments (test scales) promotes greater understanding by the rest of society of this stage of life.

Services and Programs

The branch helps to provide elderly persons' centres and clubs that are usually run by members, as well as community outreach programs such as meals-on-wheels, vacation and day care, winter care, and other short term admissions in homes for the aged. The senior volunteers in service program is designed for smaller communities and provides expense allowances to retired people who act as advocates and as information sources for other senior citizens.

These programs are essential, since 95 per cent of seniors in the province live on their own or with relatives. For those unable to do this, 181 charitable and municipal homes for the aged accommodated 25,864 persons.

Homes for the Aged

The ministry subsidizes 91 charitable and 90 municipal homes which offer residential, extended care or both services to seniors in an attractive setting and provide planned activities and opportunities for self-enrichment. All accommodation and services are based on ability to pay, with financial subsidy available if needed.

Elderly Persons' Centres

There were 104 elderly persons' centres established under the legislation governing social and service delivery activities. These are provided on a daily basis by a municipality or non-profit organization. Thirty-five day care or drop-in centres were established within municipal and charitable homes for the aged.

Financial Support

Subsidies and grants for senior citizen facilities and programs in 1977-78 amounted to almost \$109 million.

Research

The Ontario 20 Year *Longitudinal Study on Aging*, 1959-1978, completed its 19th year with some 59 per cent of the original 2,000 subjects still involved. They began participating on their 45th birthdays. Special reviews are planned for the final (20th) year in 1978. An ongoing task force is working toward a National Symposium on Aging involving the Federal Government, all provincial governments and the Canadian Association on Gerontology.

Work commenced on the LINK Skills Exchange Program with a citizen's committee and representative of the Ontario Advisory Council on Senior Citizens.

Privilege Card

The Ontario Senior Citizens' Privilege Card was introduced in 1975 and now 881,318 senior citizens hold such cards. The cards carry the name and signature of the holder and the Ministry of Health's Drug Benefit number, if the owner is eligible. The card also allows senior citizens free or reduced admission rates to many Ontario facilities.

Assistance to Organizations

Grants-in-aid from the main office of the ministry assisted the Canadian Association on Gerontology, the Canadian Geriatrics Research Society and the Senior Citizens' Centres Association of Ontario. Both the United Senior Citizens of Ontario and Pensioners Concerned Canada (Ontario Division) were also assisted indirectly, as was the Canadian Institute on Religion and Gerontology.

Information Services

The growing number and complexity of programs and services for the elderly in Ontario is reflected in the ministry's extensive information programs. Through various publications, senior volunteers in service, senior citizens consultants in field offices across the province, and information materials associated with senior citizens' week in June, the branch actively promotes the services and opportunities available to retired people.

Developmental Resources

The long-term goals of the Developmental Resources group are to reduce the incidence and severity of mental retardation and to increase the opportunities for normal living for all mentally retarded persons.

Nineteen District Working Groups have now been established to develop a comprehensive service delivery network. These advisory bodies have representation from volunteer groups, service agencies, local associations for the mentally retarded, the Ontario Association for the Mentally Retarded, parents and government. They are responsible for planning and developing services for the mentally retarded in their district.

A Public Education Committee has been formed to create understanding and acceptance of the developmentally handicapped in the various public sectors with which they come in contact, in order that they may enjoy full participation in society. The committee is made up of representatives from the Ontario Association for the Mentally Retarded, its member associations and government personnel.

The Developmental Resources Group is comprised of the M.R. Facility Services Division and the M.R. Community Programs Division.

Mental Retardation Facility Services Division

The Mental Retardation Facility Services Division delivers programs and services for the developmentally handicapped and their families through 17 government operated facilities, 10 community-board operated facilities and four diagnostic and assessment centres.

The division provides a range of treatment and training programs and services in facilities for persons with developmental disabilities. It supports and promotes the development of community programs and accommodation alternatives to encourage integration of the developmentally handicapped into society.

It provides assessment and diagnostic services to the community at large, plus crisis intervention, parent relief, residential care, training programs, nursing and medical care and treatment programs as required. The division operates behavior modification programs and other highly specialized treatment and training programs and services that require a facility setting.

It offers programs of instruction for parents and staff in the care and training of the mentally retarded. It conducts and supports highly specialized programs of research and education into the causes, prevention and treatment of mental retardation, intended to reduce its severity and incidence. It offers workshops in a number of Schedule I¹ and Schedule II² facilities providing varying degrees of skills training.

It provides recreational and social activities and a full range of consulting and advisory services in support of care and treatment programs and the operation and management of facilities for the mentally retarded.

During the year under review, the division continued to reduce the resident population in Schedule I facilities as alternative community accommodations and support services were developed. A net reduction in Schedule I facilities of 272 residents was achieved, with 238 being placed in alternative community accommodation.

Printouts from the newly created, computerized, Resident Statistical System were introduced during 1977 to provide comprehensive up-to-date information on all residents in Schedule I and II facilities. Such information is available quarterly, and is valuable for both immediate and long-range planning.

For the more seriously retarded facility residents, who would otherwise not achieve a community placement, the division developed and implemented a mechanism for the establishment of facility operated, community-based residences throughout the province.

Based on the recommendations of the Joint Planning Task Force — Metro Toronto Facilities, a plan was developed for the establishment of a Schedule I facility comprised of an interlocking system of community-based residences throughout the Borough of Etobicoke, in conjunction with a headquarters for professional and other highly specialized staff and programs, including a core residence for those requiring such care, on the Etobicoke site.

Approval was also secured from Management Board of Cabinet to establish, in conjunction with the Ministry of Health, a number of specialized units for the disturbed retarded during 1978-79. The division has also received Management Board approval to develop special units in 1978-79, to meet the needs of residents with multi-sensory handicaps.

The Facility Services Division participated with the Ministry of Health in the establishment of a province-wide screening project for the detection of hypothyroid in the newborn.

The trend will be to prepare a further number of residents for community living. The division is continuing its efforts to ensure, whenever and wherever possible, that facilities reflect a home-like environment including individualized living arrangements for those residents who will continue to reside in provincially operated facilities for some time to come.

In summary, the Mental Retardation Facility Services Division and the Residential and Consulting Services Branch during 1977-78 were responsible for the funding of the 17 Schedule I facilities and 10 Schedule II facilities, which provide care, treatment and training to approximately 7,500 developmentally handicapped persons; the supervision of approximately 200 residents placed in approved homes under the jurisdiction of Schedule I facilities and four diagnostic and assessment centres.

The statistical data *Movement of Population* (Charts B and C) which follows indicates the significant dimensions of the program.

¹ Schedule I facilities are owned and operated by the ministry.

² Schedule II facilities are funded by the ministry and operated by local community boards.

Movement of Population

Schedule I Facilities for the Mentally Retarded: 1976-77 and 1977-78 Fiscal Years

Facility	Admissions		Discharges		Population in residence as at March 31st:		Population on books as at March 31st:	
	1976-77	1977-78	1976-77	1977-78	1977	1978	1977	1978
Aurora, Pine Ridge	9	5	9	24	139	113	169	148
Cedar Springs, Southwestern Regional Centre	87	74	120	97	802	744	823	783
Cobourg, D'Arcy Place	21	107	28	124	145	142	170	162
Edgar, Adult Occupational Centre	95	94	116	112	252	237	281	278
Goderich, Bluewater Centre	10	8	3	10	238	227	258	256
Gravenhurst, Muskoka Centre	13	7	20	13	238	227	258	256
London, CPRI	445	390	438	383	139	124	143	133
Orillia, Huron Regional Centre	95	75	156	115	1,243	1,165	1,291	1,231
Palmerston, Midwestern Regional Centre	35	54	50	51	202	214	210	224
Pictou, Prince Edward Heights	39	29	44	48	415	401	439	428
Smiths Falls, Rideau Regional Centre	56	59	70	70	1,322	1,234	1,382	1,314
Toronto, Surrey Place Centre	315	299	287	301	11	8	13	8
Woodstock, Oxford Regional Centre	70	54	96	75	683	670	717	705
Brockville, St. Lawrence Regional Centre	19	27	29	40	97	96	98	100
Kingston, L.S. Penrose Centre*	105	—	113	—	136	—	154	—
North Bay*** Nipissing Regional Centre	11	7	25	9	28	—	28	—
Whitby, Durham Centre for the Developmentally Handicapped	23	22	60	28	148	145	150	147
Thunder Bay, Northwestern Regional Centre	34	33	41	39	167	162	180	178
St. Thomas, St. Thomas Adult Rehabilitation Centre	17	20	27	34	191	171	193	175
Total	1,499	1,364	1,732	1,573	6,457	5,953**	6,798	6,370

*April 1, 1977 became a Schedule II facility.

**Does not include 202 residents on leave of absence and 215 residents in approved homes on March 31, 1978.

***Facility closed March 31, 1978.

Mental Retardation Residential and Consulting Services Branch

Movement of Population

Schedule II Facilities for the Mentally Retarded, 1977-78

<i>Facility</i>	<i>Admissions 1977-78</i>	<i>Discharges 1977-78</i>	<i>Population on Books at end of March, 1978</i>
Ajax, Christopher Robin Home for Children	22	12	52
Brantford, Brantwood	17	15	90
Hamilton, Dr. Rygiel Home for Children	45	42	89
Kingston, Penrose and Hopkins Divisions Ongwanada Hospital	129	126	241
Kitchener, Sunbeam Home	79	72	127
Oakville, Oaklands Regional Centre	100	80	154
Plainfield, Plainfield Children's Home	11	2	74
South Porcupine, Cochrane- Temiskaming Resource Centre	57	47	60
Thunder Bay, M.R. Unit Walter P. Hogarth Memorial Hospital	15	12	105
Vineland, Bethesda Home	4	7	115
	479	415	1,107

Ten community-board operated facilities providing care, treatment and training to approximately 1,100 developmentally handicapped individuals are the funding responsibility of the Mental Retardation Residential and Consulting Services Branch. In addition, the branch funds four diagnostic and assessment centres located at Hamilton, Ottawa, Sudbury and Windsor.

The branch is also responsible for coordinating and directing the activities of professional and service-oriented consultants with a view to improving the overall efficiency and effectiveness of both community-board operated facilities and government operated facilities.

During the year under review, in addition to participating in the division's accomplishments, the branch was involved in initiating a number of projects aimed at updating fire alarm systems and air control units in Schedule II facilities in Kitchener and Vineland.

Mental Retardation Community Programs Division

The division is responsible for planning and developing community-based services through local working groups and for providing community-based accommodation and support services. These services make it possible for developmentally handicapped people to remain in or return to more normal and successful living in or near their home communities and families. In addition, the division is responsible for providing the direct protective services that reduce the need for special services and that integrate assistance to developmentally handicapped people through the regular service delivery agencies.

These programs are administered by the two branches of the division. The Community Services Development Branch supports planning by the local working groups and provides direct adult protective services. The Community Resources Branch funds and supervises the special accommodation and support services of community agencies.

Mental Retardation Community Services Development Branch

This branch is responsible for ensuring the development of comprehensive community plans for services to the mentally retarded. Nineteen district working groups are developing service plans for their localities so that the mentally retarded can participate in normal daily activities. These district working groups include representatives of local agencies such as associations for the mentally retarded, children's aid societies, boards of education, service agencies, volunteer groups, parents and government. A mental retardation coordinator has been appointed to each district by the ministry to work with the groups and act as liaison between them and the central office.

The branch is also responsible for the provision of protective services for mentally retarded adults as they adjust to community living. Adult protective service workers offer support to mentally retarded persons as they work to attain a level of ability that will enable them to cope for themselves. The workers also ensure that their clients are not exploited. During the fiscal year, the number of protective service workers was increased from 68 to 106.

Mental Retardation Community Resources Branch

This branch is responsible for assisting associations for the mentally retarded and other community agencies in the development and provision of services for the mentally retarded and their families. It provides program evaluation and development, administrative assistance and financial support.

The work of the branch is divided into two main areas; accommodation and special support programs.

Accommodation

The accommodation section of the branch operating under *The Homes For Retarded Persons Act*, assists community groups in developing alternative community living quarters for mentally retarded persons in facilities and for those already living in the community.

During 1977-78, new accommodation for 423 persons became available. There is now accommodation in the community for a total of 1,884 retarded persons.

The staff in this area has also been actively involved in upgrading existing programs through program evaluation and program assistance.

Special Support Programs

The purposes of most of the special support programs are prevention, education and support for the client and/or his family.

Programs such as infant stimulation, behavior management, parent relief, recreation development, communication, assessment, diagnosis and genetic counselling are designed to decrease the incidence of mental retardation and its severity. The programs also aim at enabling retarded individuals to live and function as independently as possible in the community.

Thirty-eight new programs received approval and were operational during the fiscal year.

Children's Services Division

The Children's Services Division was formally established July 1, 1977 to provide an integrated service system for children with special needs.

Judge George Thomson, Judge of the Provincial Court (Family Division) of Kingston, was appointed to head the new division. He was appointed associate deputy minister April 1977.

From the onset, the two major thrusts of the division were to reorganize and rationalize the provincially administered special services to children and to decentralize responsibility for coordination of those services to the local or community level.

Creation of the Children's Services Division consolidates services previously provided by four ministries. Legislation was enacted to transfer the following to the new division:

From the Ministry of Health

- Children's Mental Health Services,

From the Office of the Attorney General

- Observation and Detention Homes,

From Correctional Services

- The Juvenile Division, including training schools, group homes, probation and aftercare services.

In addition, several programs within the Ministry of Community and Social Services were also moved to the new division

- The Child Welfare Branch, including responsibility for the child abuse program, children's aid societies, charitable and children's institutions and children's private group homes,
- The Day Nurseries Branch, including the funding and licensing responsibilities under *The Day Nurseries Act* and day care services for the handicapped.

In the few months since it was formed, the division has been successful in creating a climate of openness and participation in developing a new structure for integrating children's services while, at the same time, delivering day-to-day services required by children and families with special needs.

Through a planned and open consultation process, the division is encouraging participation from organizations and individuals in the development of new policies and structures.

The associate deputy minister and his senior staff have appeared before numerous community groups to explain the aims of the new division and seek ideas and suggestions. Since July, six newsletters have been issued to keep those concerned up-to-date on progress and to encourage organizations to obtain and respond to consultation papers.

Community liaison groups have been established in 21 areas across Ontario to stimulate the consultation process. They provide local organizations with information and assistance, distribute consultation papers and encourage response to them.

A series of consultation papers, with related public discussion, has resulted in a great deal of valuable input from public and private agencies and from associations and individuals. The first two papers, on *short-term legislative amendments* and on *local children's services committees*, helped formulate amendments to some of the current legislation affecting children's services and helped shape the structure of local committees.

It is intended that children's services will eventually operate on a decentralized basis with the Province retaining responsibility for legislation, overall policy development and planning, control of funding, setting and enforcing standards, evaluating and monitoring the services system and developing an information system.

Local children's services committees would take on, over a period of time, responsibility for contracting the services in their areas, for intake assessment and for determination of placement and for monitoring services provided. They would eventually allocate resources according to their assessment of their communities' priorities while being responsible to local government and accountable to the Province for consistent delivery of appropriate levels of services.

Meanwhile the division is working to develop the strategies and structures needed to begin the first phase of decentralization in the next fiscal year.

Program Development and Research

Children's Mental Health Services Branch

The Program Development and Research Group is involved in the analysis of the broad policy issues which affect the work of the division. A formal link has been established with the research and statistics section of the ministry in order to ensure the division's participation in the review process for all research proposals concerning children.

During the past year, two of the major tasks of the Program Development and Research Group were to develop a framework which allows for the setting of program priorities and to assist in the development of local children's services committees.

The Children's Mental Health Services Branch receives its legislative authority from *The Children's Mental Health Centres Act* and *The Mental Health Act*.

On July 1, 1977, this branch was transferred along with seventy-two licensed programs and two non-licensed children's regional centres from the Ministry of Health to the Children's Services Division of the Ministry of Community and Social Services. Thistletown Regional Centre and White Oaks Village were also transferred at this time. The branch provides clinical, administrative and financial consultation to these facilities.

To ensure the availability of adequate and effective children's mental health services in Ontario, the branch licenses and provides operating funds to children's mental health centres. These centres provide services for emotionally disturbed children and youth, with the view to socializing and re-educating them so they can return to their families or communities as contributing members of society.

A computerized information system for collecting statistics related to the programs funded by the branch was made fully operational during 1977-78. This information will be useful for future planning and evaluation.

The Four-Phase System, a network of independent programs serving severely disturbed teenagers in the Metro Toronto area, continued to provide diversification of treatment approaches to complement and/or replace residential care. As a result of the financial constraint program, the Four-Phase System was not expanded and the demand placed upon it far exceeded the service available.

Levels of Services — 1977-78 Capacity

	Bed's	Day Care	Home Care	Outpatient
Western	245	126	—	350
Northwestern	49	21	24	60
Mid-Northern	42	86	1	50
Northeastern	51	—	—	64
Eastern	66	50	—	75
Central	851	878	39	1,014
	1,304	1,161	64	1,613

Note: Above figures do not include Thistletown Regional Centre and White Oaks.

The Child Welfare Branch assumes duties and responsibilities assigned to it by *The Child Welfare Act*, *The Children's Institutions Act*, *The Charitable Institutions Act*, and *The Children's Boarding Homes Act*.

The branch integrates a wide range of services to children and their families including alternate guardianship, foster and residential care, residential treatment and individual or family counselling. It coordinates a comprehensive adoption service and child welfare policies. In addition, the branch provides grants and consultation services, and supervises and partially finances homes for children and young people including unmarried mothers.

Adoptions

In 1977, fewer children needed adoption homes than ever before. Of those in need, however, many have problems which would have classed them as unadoptable, a few years ago.

As a result of the lower number of children, the *Today's Child* column, which for 13 years has been produced on a daily basis to help find families for children with problems, was published only three times a week. From September, 1977 (the start of the season for *Today's Child*) to March 31, 1978, 117 children found permanent homes through this column. A number of boys and girls with multiple problems were adopted through the companion television program, *Family Finder*, produced at no charge by CFTO-TV in Toronto, 26 weeks a year. 1978 marks the tenth anniversary of this program.

Adoption placements are aided by provincial adoption exchange meetings and ministry bulletins. In inter-provincial placements, children and parents are frequently introduced through video tapes prior to an actual meeting. With the assistance of the National Adoption Desk, organized under the federal Ministry of Health and Welfare, inter-provincial placements are also arranged. Parents hoping to adopt from countries with an international adoption program are served by the National Adoption Desk, the Children's Aid Society and our ministry.

Children's Aid Societies

On July 1, 1977, the administration of the Child Welfare Branch was transferred to the new Children's Services Division. Under this new structure the branch has continued to provide consultation and supervision to Ontario's 51 children's aid societies.

As is shown on the following chart, the trend continues toward fewer admissions to care of children under five years. The increase in the admission of teenage children, however, has reversed the trend of fewer overall admissions to care.

With increased community awareness of child abuse and the resulting increase in child abuse reports, the societies' work in this area has intensified. The ministry continues to provide leadership and has initiated special projects to help the societies cope with this difficult problem. At the same time, the demand for service to families whose children are not in care has increased dramatically, and the previous trend toward fewer unmarried mother cases has levelled off.

<i>Number of Children In Care At Year End</i>	1971	1972	1973	1974	1975	1976	1977
Under 5 years	4,554	3,852	3,305	2,897	2,878	2,683	2,565
5 to 12 years	5,602	5,323	4,796	4,432	4,149	3,856	3,705
13 to 17 years	5,385	5,578	5,805	5,886	6,356	5,886	6,304
18 and over	778	366	363	501	521	537	557
Total Children							
In Care Of							
CAS At Year End	16,319	15,119	14,269	13,718	13,904	12,962	13,131

Children's and Youth Institutions

This section of the Child Welfare Branch administers legislation under which residences for children and young people are approved. Legislation includes *The Children's Boarding Homes Act*, *The Children's Institutions Act* and *The Charitable Institutions Act*.

Under institutional legislation, the branch is consulted during the early planning and construction stages of a residence. Private charitable organizations which initiate and build such residences receive financial and advisory assistance from the branch. Branch staff also visit residences regularly.

Boarding Homes

Residential programs for disturbed and developmentally handicapped children are provided by homes registered under *The Children's Boarding Homes Act*. During 1977, there were 149 boarding homes in Ontario accommodating 1,258 children (under *The Children's Boarding Homes Act* homes are registered annually).

Children's Institutions

Homes approved under this Act provide care for three distinct groups of children and young persons under 21. They are: (1) young people whose parents are facing family crises, (2) young people who have problems including mental disturbance, delinquency and/or a handicap, and (3) those who need help in order to be able to live independently in the community. The children's and youth institutions section provides supervision and consultation to the homes, to ensure high standards of care for residents. *The Children's Institutions Act* provided grants and subsidies to forty-five approved institutions with a total bed capacity of 914. North Western Ontario Crippled Children's Residence in Thunder Bay, with a bed capacity of 18, opened in June, 1977. Craigwood Extension in London with eight beds, closed in August, 1977.

Number of Residents in Children's Institutions

	Males	Females	Total
Beginning of year	472	242	714
Admitted during year	945	667	1,612
Total Residents during year	1,417	909	2,326
Discharged during year	945	691	1,636
In Residence end of year	472	218	690

Charitable Institutions for Miscellaneous Purposes

At the end of 1977, there were 18 approved homes operating under *The Charitable Institutions Act* with a total bed capacity of 380. These facilities provide residential programs for unmarried mothers and for young people with social and personal problems. The homes provide various services to residents including education, counselling and guidance.

Homes for Retarded Persons

In January 1976, administration of *The Homes for Retarded Persons Act* was transferred to the Mental Retardation Community Resources Branch. The Children's and Youth Institutions section continues to provide supervision of children's facilities.

Child Abuse Program

The child abuse program was established to examine the problem and recommend steps this ministry should take to promote and improve techniques for the prevention, detection and treatment of child abuse.

The program, through its professional staff, stimulates and provides consultation for the development of community projects and programs at the local and regional levels. The program further provides funding for these efforts through demonstration, research, training and community organization grants.

Resource material for public education and professional training is developed by this program and distributed through a free film-loan library, trainers' workshops, public education campaigns and regional seminars and workshops.

During the 1977-78 fiscal year, 15 communities were involved in testing an interprofessional training package on child abuse, involving more than 400 physicians, teachers, police, lawyers, judges, nurses, social workers and lay people. Nineteen regional interprofessional seminars were funded involving approximately 3,000 professionals and lay people concerned with child abuse programs. In addition ten child abuse demonstration, research and resource development projects were in operation. All of these efforts were stimulated by and funded through the child abuse program.

Number of Residents in Charitable Institutions

	Homes for Unmarried Mothers	Youth Residences			All Misc. Charitable Institutions
	Total	Males	Females	Total	Total
Beginning of year	170	39	48	87	257
Admitted during year	1,002	1,606	736	2,342	3,344
Total Residents during year	1,172	1,645	784	2,429	3,601
Discharged during year	992	1,596	740	2,336	3,328
In Residence end of year	180	49	44	93	273

Day Nurseries Branch

The Day Nurseries Branch licenses and supervises all group programs under *The Day Nurseries Act* for normal children up to ten years of age and for mentally handicapped children from two to 18 years.

The service continues to expand, but at a much slower rate than in former years. One exception is the number of children enrolled in privately operated day nurseries and whose fees are subsidized through a purchase-of-service agreement.

In addition to its statutory functions, the branch responds to interest in communities to study and meet local needs for day care. It helps develop related community services for the improvement of child care and reviews standards to ensure that adequate levels of services are provided in the most economical way.

Working in conjunction with the Capital and Administrative Services Branch, district offices and, where applicable, the Mental Retardation Community Services Development Branch, the branch approves new day nurseries projects.

There were 1,357 licensed day nurseries in Ontario at the end of this fiscal year, with a total enrolment of 55,882

Municipal Day Nurseries

There are 136 municipally operated day nurseries with a capacity of 7,052 children and 27 municipally operated half-day nursery schools with a capacity of 877 children.

Private-home Day Care

Although the number of children served in the private-home day care program has not increased significantly, three municipalities began this service during the year and expansion can be expected in these geographical areas as the service becomes well established.

This program is a complementary service to group day care. It is especially useful in providing care for infants where it is not available otherwise, for school-age children who require care during the noon break and after school, and for children enrolled in half-day kindergartens and nursery schools.

The day care providers in these homes receive program assistance through workshops, in-service training, and orientation sessions in licensed day care centres. There is one twenty-week course offered specifically to women who wish to give day care to young children in their homes.

There are twenty-one municipalities and thirteen private agencies offering a private-home day care service and at the end of the fiscal year there were 3,805 children placed in 1,447 registered and supervised homes.

Handicapped Children

There were 1,876 handicapped children in sixty-nine centres for the mentally handicapped, eleven centres for physically handicapped and 23 integrated centres for both normal and handicapped children an increase from 1,700 in 81 centres in 1976-77. The integration of programs for both handicapped children and normal children is continuing and much interest is being shown throughout the province by municipalities and private operators.

Indian Bands

In 1977-78, twenty-one Indian bands administered their own day nurseries on reserves and two purchased the services of other day care centres for their children. The capacity of all centres is now 727.

The ministry continues to encourage band members to take early childhood education courses, and also encourages the establishment of day nurseries for non-status Indians living off reserve lands in cities and small communities.

Unorganized Territories

The ministry has entered into agreements with municipal centres to purchase day nursery services for children living in unorganized territories in several areas of Northern Ontario.

Purchase of Service

The number of children in low-income families whose private nursery fees were supplemented by their municipality was 15,107 at the end of the fiscal year.

Nurseries Operated by Approved Charitable Corporations

There are 54 charitable corporations approved under the Act to operate day nurseries and receive financial assistance. Many of these corporations are parent controlled and, for the most part, include parent participation in the daily program. Most provide care for part of the day but a growing number operate on a full-day basis.

Most parent cooperative nurseries are members of a cooperative council. These councils coordinate the responsibilities of staff and parents of member nurseries, give guidance in providing a high standard of preschool programs for children, and are an excellent learning experience for the involved parents. The councils are members of the International Association of Preschool Parents.

There are a number of cooperative nurseries in elementary and secondary schools which, although autonomous, function in close liaison with the school principal and staff. Demonstrating as they do the value of parent participation in children's education, they are working models of a method of bridging the gap between home and school.

One secondary school with a parent cooperative has a pre-parent education program for its students. The child development teacher also co-supervises the nursery school and the practice the students obtain there. The course is a highly successful one and the number of students enrolling has increased.

Expenditure

Provincial expenditures for operating costs in transfer payments for day care purposes were \$34,419,700 in 1977-78.

The Children's Services Division assumed responsibility for administering programs operated under *The Probation Act* and *The Training Schools Act* on July 1, 1977. This was the effective transfer date of the Juvenile Division, Ministry of Correctional Services to the Children's Services Division, Ministry of Community and Social Services.

Although this service is highly decentralized with integrated community and residential programming, four major components can be identified.

The primary functions of a probation and aftercare officer are to supervise juveniles placed on probation by orders issued by family court judges and to develop and supervise placement plans for wards graduating from training schools. In the fiscal year 1977-78, there were 4,025 juveniles placed on probation and 709 new wards placed on the aftercare caseloads.

Over the years, Probation and Aftercare Services have become involved in many preventive and diversionary programs in an attempt to effectively intervene before delinquent behavior is serious enough to warrant formal court action. During the fiscal year 1977-78, programs were implemented in the area of recreation, life skills development, placement coordination, victim-offender reconciliation, community development, remedial education and integrated assessment programs.

A feature of many of these programs is the sharing of resources with such other agencies as police youth bureaus, children's aid societies, children's mental health programs and boards of education. The shared planning and use of special programs further the goal of integrating children's services.

During 1977-78, approximately forty group homes across the province were maintained under contract to the ministry. With a capacity of 233 beds, these homes offered a variety of community residential programs for both boys and girls. The primary use of these homes has been to divert young people away from long-term institutional care in training schools and assist them in coping with problems in a community setting. However, group homes have also provided essential services as initial placements for wards graduating from training school settings. During 1977-78, 341 wards were placed in these homes.

Termination of Wardships

	Boys	Girls	Total
<i>Automatic</i>			
Reached the age of 18	250	190	440
Committal quashed	2	2	4
Deceased	7	3	10
Total	259	195	454
<i>Approved by the Minister</i>			
Adjustment considered satisfactory	138	68	206
Enlisted in the Armed Forces	6	—	6
Moved out of province	18	8	26
Whereabouts unknown over long period of time	2	—	2
Admitted to treatment centres	—	—	—
Responsibility assumed by another agency	—	1	1
Placed on probation to adult court	242	18	260
Sentenced to adult institution	70	1	71
Other	8	1	9
Total	484	97	581

Ward Admissions

Breakdown by age and sex

Age	Boys	Girls	Total
7	—	—	—
8	—	—	—
9	—	—	—
9	—	—	—
10	2	—	2
11	8	—	8
12	15	6	21
13	48	11	59
14	164	49	213
15	316	59	375
15	29	2	31
Totals	582	127	709

Movement of Training Schools Wards

School	Transfers of new Admissions		Transfers from other Schools		Returns from Treatment Centres		Returns from Ministry Group Homes		Returns from Placement: P.A.C.O. Decision		Court Order		Re-placement		Medical Attention		Voluntary		Counselling		Court Remand	
	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls
IN																						
Brookside	47	14	27	22	5	—	10	2	23	9	5	—	10	—	—	—	—	—	7	—	1	—
Cecil Facer	—	18	27	41	4	5	67	27	22	14	11	—	3	2	—	—	1	—	—	—	—	—
Champlain	15	3	24	6	1	2	17	2	23	4	4	—	3	—	—	—	—	1	4	2	—	—
Hillcrest	7	—	42	—	6	—	3	—	14	—	3	—	1	—	—	—	—	—	7	—	1	—
Kawartha Lakes	13	10	24	28	1	10	—	6	1	10	—	—	—	2	1	—	—	—	1	13	—	—
Reception and Assessment Centre	2	1	33	7	19	12	68	31	19	22	3	1	—	—	—	—	—	1	1	1	—	—
Oakville	42	14	53	26	6	3	14	7	8	4	2	—	8	3	—	—	—	1	3	1	2	—
PineRidge	47	—	65	—	15	—	23	—	40	—	6	—	5	—	4	—	4	—	30	—	1	—
St.John's																						
Wendigo Lake Project	38	—	55	9	—	—	13	4	12	3	5	—	1	—	—	—	—	—	1	—	1	—
D.A.R.E.	55	13	84	31	3	4	10	—	11	2	2	—	—	—	—	—	—	—	6	—	1	—
Sprucedale	10	—	5	—	17	—	17	—	14	—	6	—	2	—	—	—	1	—	7	—	1	—
White Oaks Village																						
Total	276	73	439	170	77	36	242	79	187	68	47	1	33	7	4	1	7	2	67	17	8	—
Total Wards	349		609		113		321		255		48		40		5		9		84		8	

School	New Admissions Transferred to Training Schools		Transfers to other Schools		Transfers to Treatment Centres		Transfers to Ministry Group Homes		Placements from Training Schools to:		Foster Home		Boarding Home		Free Home		Employed Home		Special Rates Home		Self-Contained Accom.	
	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls
OUT																						
Brookside	2	—	35	5	4	—	9	5	31	9	4	5	1	1	—	1	1	—	7	4	3	—
Cecil Facer	20	—	17	8	6	6	70	25	76	31	24	15	5	3	—	1	—	—	11	5	2	—
Champlain	1	—	11	4	2	2	21	4	30	5	19	5	1	—	1	—	1	—	3	—	—	—
Hillcrest	—	—	12	—	8	—	9	—	50	—	2	—	2	—	—	—	—	—	9	—	1	—
Kawartha Lakes	7	—	8	6	4	4	9	2	5	8	22	—	10	—	—	1	—	—	2	15	—	2

Training Schools

Reception and Assessment Centre Oakville	230	71	203	136	18	15	73	30	28	11	6	12	4	1	1	1	—	—	24	12	—	2
Pine Ridge	—	—	27	3	6	4	17	7	42	10	6	—	14	1	1	—	—	—	7	3	1	3
St. John's	—	—	17	—	13	—	24	—	78	—	11	—	6	—	2	—	—	—	14	—	6	—
Wendigo Lake Project D.A.R.E.	—	—	44	7	1	—	17	4	56	2	13	4	3	—	2	—	1	—	7	—	1	—
Sprucedale	16	2	54	1	4	6	12	2	53	—	3	—	4	—	1	—	—	—	9	—	—	—
White Oaks Village	—	—	11	—	34	—	5	—	10	—	2	—	—	—	—	—	—	—	14	—	—	—
Total	276	73	439	170	100	42	259	82	462	90	90	51	40	6	8	4	3	—	107	39	14	7
Total Wards	349	609	142	341	552	141	46	12	3	146	21											

Training schools receive wards — boys and girls — adjudged delinquent by a family court judge. In 1977-78, 709 were committed to training school. In July, 1977, there were ten training schools in operation in Ontario. In November, the minister made the following policy statement regarding training schools.

"I have decided that training schools should be used to accommodate only those children who are both a danger to themselves and others....therefore, I will be taking a number of actions to meet an overall objective which is:

"To reduce the training school program to three units of 40 beds each, specializing in secure care.

These units would admit only those children who are chronically and habitually a danger to themselves and others.

"In other words, instead of the current ten schools, with 885 beds we shall have three schools with 40 beds each or a total number of 120 places. I expect we can achieve that objective during the financial year 1981-82."

In early 1978, the first steps were taken to implement this policy. Closure of Hillcrest Training School in Guelph was announced. Sprucedale School, Hagersville was closed and the program was transferred to more modern facilities in Simcoe.

Placements from Ministry Group Homes to:

School	Own Home		Foster Home		Boarding Home		Free Home		Employed Home		Special Rates Home		Self-Contained Accom.	
	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls
Brookside	1	—	—	—	—	—	1	—	—	—	2	1	—	—
Cecil Facer	20	4	9	2	—	2	1	2	—	—	4	2	1	—
Chumplain	2	—	3	—	—	—	—	—	—	—	—	—	—	1
Hillcrest	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Kawartha Lakes	—	—	—	—	—	—	—	1	—	—	—	—	—	—
Reception and Assessment Centre Oakville	16	7	3	2	—	—	1	—	1	—	4	1	1	2
Pine Ridge	—	—	—	—	—	—	1	1	—	—	—	—	2	—
St. John's	4	—	1	—	—	—	1	—	—	—	1	—	—	—
Wendigo Lake Project D.A.R.E.	5	1	—	—	—	—	1	—	—	—	—	—	—	—
Sprucedale	2	—	—	—	—	—	—	—	—	—	1	—	3	—
White Oaks Village	1	—	—	—	—	—	—	—	—	—	8	—	—	—
Total	51	12	16	4	—	2	6	4	1	—	20	4	7	3
Total Wards	63	20	2	10	24	10	1	24	10					

Note: Administrative transfers do not necessarily constitute a physical transfer of persons.

Training Schools Advisory Board

Training Schools Advisory Board

School	Placements Recommended and Approved				Placements Previously Deferred and now Approved				Terminations of Wardship Approved				Terminations of Wardship Deferred				Special Reports Requested and Received	
	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls
Brookside	91	64	1	2	2	2	2	44	12	2	1	14	5					
Cecil Facer	105	118	2	2	6	3	83	30	1	5	16	10						
Champlain	111	33	1	—	1	1	41	2	—	—	10	2						
Hillcrest	68	—	—	—	4	—	27	—	4	—	8	—						
Kawartha Lakes	10	142	—	1	—	3	1	24	—	2	—	15						
Reception and Assessment Centre																		
Oakville	101	86	—	2	6	4	50	19	4	3	6	13						
Pine Ridge	110	28	1	1	5	2	60	—	—	—	9	2						
St. John's	149	—	1	—	2	—	72	—	—	—	20	—						
Wendigo Lake Project																		
D.A.R.E.	90	17	—	—	5	2	19	7	1	1	9	8						
Sprucedale	113	10	—	—	5	—	83	3	1	1	12	1						
White Oaks Village	45	—	—	—	1	—	4	—	—	—	13	—						

The board advises the minister on the current state of training schools and the welfare of wards. The plans made for each ward's return to the community are evaluated by the board and an appropriate recommendation is then made to the minister. This board reviews all programs and adverse reports on wards submitted by the training schools and probation and aftercare officers regularly.

Members

Barry Lowes, MA, Chairman
Joan Richies, MSW
Ron Jones, M.Ed., LLD
Margaret Kirkpatrick, MSW

Summary of Location of Wards																							
School	On School Roll		In Ministry Group Home		On Placement in Community		On School Roll		In Ministry Group Home		On Placement in Community		Total		New Admissions		Terminations		Average length of stay in Training School*				
	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls			
Brookside	49	20	6	1	104	39	60	159	60	61	22	10	4	78	36	149	62	12	4	55	32	7.46	6.40
Cecil Facer	68	37	33	8	204	81	305	126	71	33	34	9	210	110	315	152	142	25	123	51	4.30	5.14	
Champlain	39	13	8	1	111	17	158	31	54	11	7	3	89	14	150	28	35	3	67	11	5.26	6.21	
Hillcrest	45	—	—	—	47	—	92	—	23	—	5	—	61	—	89	—	—	1	38	—	9.15		
Kawartha Lakes	—	53	—	3	—	132	—	188	31	36	5	3	19	85	54	124	34	6	1	101	3.96	5.40	
Reception and Assessment Centre																							
Oakville	74	45	38	16	127	126	239	187	14	6	—	—	2	—	16	6	253	77	89	65	3.83	3.50	
Pine Ridge	66	9	5	2	94	3	165	14	55	21	8	2	85	24	148	47	14	4	96	7	6.50	4.93	
St. John's	80	—	8	—	172	—	260	—	95	—	18	—	168	—	281	—	44	—	117	—	6.91		
Wendigo Lake Project																							
D.A.R.E.	35	1	7	3	39	12	81	16	18	1	8	2	84	8	110	11	—	—	22	7	4.77	4.92	
Sprucedale	77	—	4	—	130	20	211	20	70	2	26	9	109	35	205	46	52	4	128	18	6.37	6.24	
White Oaks Village	23	—	21	—	44	—	93	—	27	—	8	—	49	—	84	—	—	—	7	—	11.72		
Total	561	178	130	34	1072	430	1763	642	519	132	129	32	954	312	1602	476	586	123	743	292			
Total Wards	739		164		1,502		2,405		651		1,266		2,078		709						1,035		

* Admission to graduation for admission during the fiscal year (in months).

Financial and Administrative Services Division

Accounts Branch

The Accounts Branch provides financial information and accounting services for the ministry and processes all requests for payments to treasury. This branch records all financial data for public accounts purposes.

As most ministry expenditures are shared with the Federal Government, detailed analysis and record keeping are necessary for the rapid preparation of claims to ensure that maximum revenue is obtained from Ottawa as quickly as possible.

The accounting function, delivery of salary cheques and salary verification are performed by the Accounts Branch.

The children's programs of the Ministry of Correctional Services, Thistleton facility of the Ministry of Health and juvenile security facilities of the Ministry of the Attorney General were transferred to this ministry effective July 1, 1977. The Accounts Branch performs the accounting and payment service for these new units.

Capital and Administrative Services Branch

The major role of the Capital and Administrative Services Branch is to provide administrative support services to meet the operational requirements of the ministry and to coordinate and provide a technical support capability in all aspects of capital expenditure.

The components of the branch include accommodation section, purchasing section, records services section, general services section, capital projects section, audio visual centre and library services.

Areas of responsibility include development of guidelines, design criteria and fire and safety standards in physical plants, and consultation on long-term leases.

The branch is responsible for developing a program of energy management for the ministry and its agencies.

A supply management program is provided through the services of the purchasing office and inventory control coordinating services.

Centralized mail sorting, stock supply, photocopy/duplicating services and Telex service are maintained in conjunction with the messenger and transportation service at Queen's Park.

The branch reviews systems for handling records and for microfilm and word processing. Forms Management designs and maintains ministry forms.

Audio visual resources are available to the ministry and other government agencies through the studio facilities.

A full range of library consultative services and reference materials for ministry staff in areas pertinent to ministry programs are provided.

Projects Completed 1977-78

Program capital expenditures totalling more than \$9.5 million were coordinated and processed during the 1977-78 fiscal year.

Capital funding legislation was reviewed in keeping with the policy of standardization.

The level of audio-visual services was maintained with a total of 1,100 requests for services being filled.

A gross savings to the ministry of approximately \$420,000 was achieved by the records management unit, which provided services involving records retention, forms improvement, implementation of recommendations related to filing and record systems and word processing services.

A study into the ministry's manual systems on inventory control resulted in recommendations to implement computerization being accepted. Implementation is to take place in 1978-79.

Monthly cost reductions averaging \$210,000 were achieved through the tendering and processing of some 647 purchase orders per month. Procedures for written tenders and quotations were revised and implemented.

The ministry's approved 1977-78 accommodation projects involving major capital, minor capital, alteration and new lease projects were implemented.

A ministry audit of energy consumption by ministry facilities was established along with the distribution of energy consumption information.

Ministry library services involving cataloging, card indexing and purchase order requests were maintained. Improved reference and technical services and expansion of library facilities were provided to meet the requirements of ministry expansion.

Management and Financial Services Branch

The branch's principal purpose is to improve productivity and business management practices in the ministry and associated agencies.

Financial Management Services

This unit provides financial consulting services to the ministry and to facilities and agencies operated or subsidized by the ministry.

During 1977-78, a total of 132 ministry agencies requested and received financial consulting services. The services included financial viability studies, agency training in financial areas and financial and administrative system reviews.

Consulting services and assistance were provided to program managers regarding agency budgets and on a variety of requests to improve the financial and business management practices of the ministry.

Financial Development Services

This unit provides services related to financial management and control systems, financial-administrative aspects of ministry legislation and policy and cost-sharing services.

The program of upgrading agency accounting and financial reporting practices was continued. A program budgeting-accounting system was designed for agencies funded under *The Day Nurseries Act* and the legislation amended to permit implementation. The *Finance and Accounting Seminars for Non-Financial Consultants* introduced on an experimental basis in the previous year were continued but with an expansion in content (from one to two days) and coverage (province-wide). These workshops were very well received.

Progress was made in the development and implementation of financial policies and procedures necessitated by the introduction on April 1, 1977 of *Established Programs Financing* by the Federal Government.

Financial Services Unit

This unit provides a financial resource to various program branches in the ministry. There are nine financial services officers, each assigned to a specific branch. They advise the director on financial aspects of the program, ensure branch financial records are maintained and relate on financial matters to agencies operating under the branch legislation. They also coordinate with those organizational groups, such as Policy Analysis and Financial Planning and the Accounts Branch, which place financial demands on branches.

Management Information Systems

This group provides services to each of the ministry divisions in relation to electronic data processing (EDP) estimates, feasibility studies, systems design, development and implementation, and the maintenance of operational EDP systems including:

- ongoing support and enhancement of the Accounts Branch, financial information and accounting system and the advance accounts system;
- development and implementation of the capital projects information system with the Capital and Administrative Services Branch;
- implementation of the rehabilitation cases information system with the Rehabilitation Branch;
- implementation of the computer system to support the General Welfare Assistance Program in four pilot municipalities, and work is proceeding in other major municipalities for conversion during 1978-79;
- installation of terminals in three district offices for the pilot data communications project in the Family Benefits Program;
- implementation of Children's Mental Health Services information system in seventy centres to support case management of children in care; and
- implementation of the Day Nurseries information system to support the registration and licensing of nurseries.

Personnel Services Branch

This Branch is concerned with improving personnel management, policy formulation and review. The major development in 1977-78 was the transfer of children's services responsibilities to our ministry. This increased the ministry complement to 10,165.

Personnel Management - Regional Services Section

The major responsibility of this section was providing personnel services through six regional offices located in Smiths Falls, Picton, Orillia, London, Blenheim, Queen's Park and a sub-office at Thunder Bay. In addition, personnel staff increased by 11 as a result of the inclusion of children's services to the ministry April 1, 1977.

Orientation and training of line management in personnel issues represented an important area of responsibility, i.e. collective agreements, staffing, classification and employee relations problems.

The upcoming ministry reorganization will demand comprehensive planning to accommodate the stated objectives of regionalization of responsibility and authority.

IPPEB Operations Section

The integrated personnel payroll and employee benefits (IPPEB) operations section is responsible for processing all personnel and payroll data in the computerized IPPEB system. The section is divided into two units identified as the employee information and organization unit and the payroll administration unit. The former initiates and/or ensures the processing of position data, new appointments, classification changes, merit increases, transfers, salary revisions and separations. The latter provides for the payroll processing of the above transactions and the related deductions and deduction changes.

The section is also responsible for communicating IPPEB-related information to employees and also to various management levels in the form of computer reports, statistical data, formal correspondence and direct contact.

In addition to normal duties during the past year, the employee information and organization unit has been heavily involved in the preparatory work for the introduction of the manpower control system.

Children's Services Section

With the consolidation of children's services under the ministry it became necessary to establish a unit solely responsible for the provision of personnel services to the Children's Services Division. Initially this unit was responsible for the transfer of the child-care components of four separate ministries. In addition, the integration and consolidation of personnel procedures and standards was necessary in view of the diversity of operation of these components under individual ministries. With the phased reorganization of the division, organization planning and development will highlight the contributions of the personnel services unit in the coming year.

Compensation and Performance Standards Section

This section provides a central focus for the responsibilities associated with compensation (classification and salary administration) and performance review of personnel services.

The broadbanding (evaluation) of management job classification continued and 181 employees have been converted into the new management compensation plan. A total of 1,251 positions were reviewed through regional offices.

This section will continue to do considerable work on classification standards and position exclusions/inclusions activities in the next year.

Staffing Policy Section

The section continued its responsibility as the central focus for the ministry's policies and practices related to the staffing process. This included providing interpretation and guidance in staffing matters referred by regional personnel units, analysing and preparing ministry reaction to central agency proposals and participating in joint committees to improve the staffing process within the service. In addition it also coordinates the preparation of turnover analysis within the ministry.

The incumbent provided personnel administration consultation to the ministry's project team and the board of governors respecting the transfer of staff from the Ministry of Health to the Beechgrove Regional Children's Centre, Kingston, on May 1, 1978. This represented one of the first divestments from the public to the private sector to be governed by the *Successor Rights (Crown Transfers) Act*.

Employee Relations Section

Grievances still occupied the majority of section time, especially toward the latter half of the fiscal year when the increase reflected a general rise in grievances throughout the service. Section activities also included participation in collective bargaining on benefits and working conditions teams and representation on corresponding committees for management employees. There was ongoing development and input into five personnel directives.

We received almost double the number of second-stage grievances (59) in this fiscal year as in the previous record year. Three of these were heard during the year by grievance arbitration boards. In addition, five grievances received in the previous year were heard by arbitrators for a total of eight cases before boards during 1977-78.

Four of these were dismissals which the arbitration boards upheld. The boards ruled in the ministry's favor in three (union representation, unjust suspension and denial of appropriate salary), and the last case was returned for the parties to settle (use of personal automobiles).

Because of the time required on grievance counselling, preparation and presentation, the anticipated implementation of grievance seminars was delayed although we continued to develop training resource material. A series of labour arbitration reports was initiated to apprise personnel managers of means by which they may be able to successfully resolve grievances. It is to be hoped this will provide a data base which may help in the future to decrease the number of grievances reaching the second stage and enable the section to address more of the work plan oriented issues.

A benefits officer was added. The position evolved into that of an employee relations officer with a major benefits orientation.

Training and Staff Development Branch

Affirmative Action Section

The ministry is committed to the Management Board of Cabinet's directive to ensure continued commitment to and momentum for the government's Affirmative Action Program. Eighty affirmative action representatives throughout the province assist the coordinator in maintaining links with management personnel, distribute literature and provide employees with general information on the program. Career development workshops and information sharing seminars were conducted with both male and female employees participating.

Management accountability took the form of 28 action plans being filed for their branches by directors and administrators with progress reports submitted as to results obtained. The objective of the program is to ensure equal opportunity throughout the ministry.

The Training and Staff Development Branch assists ministry management and associated agencies in the identification and development of resources to meet known and emerging training needs. The increasing complexity of service delivery, constant risk of duplication and scarce resources require an increasing emphasis on consultation, familiarity with ministry programs and ongoing evaluation of available training programs to realize maximum value from training dollars.

Branch personnel are engaged in needs analysis, curriculum design and training program development, implementation and evaluation. Additional resources are drawn from other ministry personnel, the Civil Service Commission, community educational facilities and outside consultants.

An annual training plan, prepared for the individual centres of responsibility, forms the basis for planning and financial and human resource allocation.

Children's Services Division

The formation of the Children's Services Division resulted in a major realignment of training priorities. While immediate needs were being met through a purchase-of-service agreement with the Ministry of Correctional Services, planning for meeting these needs from within the ministry and on an integrated basis had to begin immediately.

A training officer was hired to coordinate the training needs for probation and aftercare officers, special training committees were formed and a consultant was engaged to conduct a needs analysis for observation and detention homes. Workshops and special training events were conducted in cooperation with children's aid societies.

Social Resources Division

Field workers and vocational rehabilitation counsellors composed the largest target groups in the division and training was provided for new field workers along with follow-up and refresher courses for experienced workers. To enhance the decentralized training of new field workers prior to the central seminar, an orientation kit was developed and distributed to all district offices. The branch was responsible for initiating the production of a video tape on the role of the parental support worker.

Other Training Events

New curriculums were designed and training subsequently delivered for *Management I, Communications, Report Writing, Telephone Techniques, Management of Stress, and Affirmative Action/Career Development*.

In response to the identified needs from the field, special training programs were organized and/or purchased including *Financial Seminars for Non-Financial Managers, Caseload Management, Consulting Skills, Matrix Management, Management by Results, Speed Reading and Dealing with Hostility*.

Branch-developed-and-delivered training events were supplemented by extensive use of Civil Service Commission courses and training provided by universities, community colleges and private training agencies.

Audit Services Branch

The branch is a centralized support service responsible for reporting to management on the control aspects of ministry operations. It also reports on the adequacy and reliability of financial data used by management for control and decision-making purposes.

Although branch administration is centralized, the work of the audit staff is decentralized. Operational and financial audits were conducted in ministry establishments throughout the province. Staff also visited local charitable corporations, private societies and municipalities involved in ministry programs, to review their claims for grants and subsidies.

In addition to the regular audit assignments undertaken, assistance on concepts of control and security is provided for teams engaged in system-design projects including automated data processing systems.

Strategic Planning and Policy Secretariat

The Strategic Planning and Policy Secretariat, which reports directly to the deputy minister, provides analytical support services to the ministry. The secretariat is divided into two broad areas - policy and research.

In its policy role, the secretariat is responsible for long-range planning and the development and coordination of policy alternatives. It is also responsible for policy relations with the various central agencies of government such as the Cabinet Committee on Social Development.

In its research role, the secretariat funds and evaluates demonstration projects and provides statistical services for the ministry.

Communications Branch

The chief responsibility of the Communications Branch is to supply information and assistance to the public regarding ministry programs and services. It also provides information on public and media needs to appropriate branches within the ministry.

Because the ministry has a large staff, spread across the province, the branch also has a role in ensuring effective communications. A priority of the branch is consultation with the field to ensure that the ministry staff who work in the community in direct service have the communications resources to assist them.

Public and Media Enquiries

During the year, some 16,000 telephone and 3,000 written requests, plus about 500 in-person contacts were processed. In addition, approximately 2,000 media enquiries were handled. Close liaison and information exchange was maintained to a great extent with both the Provincial Benefits and Municipal Welfare Consulting Branches, and to a somewhat lesser degree with all other ministry branches and related governmental and outside agencies.

Media Liaison

Continuing contact and cooperation was maintained with the press, radio and television through news releases, statements, direct discussion, analysis of results, clipping distribution and other communications functions. Research, data, draft speeches and statements were provided as required. Increasing interest and knowledgeability was shown and expressed by all media in features and information on social issues.

Public Information

A major change in the ministry, the establishment of the Children's Services Division, meant the development of a number of public relations programs in that area. Throughout the fiscal year a general assessment of the public needs regarding children's services was carried out.

Work with the Ontario Association for the Mentally Retarded (OAMR) towards the launching of a major public education program continued.

This branch undertook to coordinate for the policy field (Ministries of Health, Education, Culture and Recreation, Colleges and Universities, and Community and Social Services) a public awareness campaign for Family Unity Month, to be carried out during the beginning of the next fiscal year.

Honor Roll of Service

In addition, groundwork for a major public education campaign for the International Year of the Child (1979) was initiated.

Senior Citizens' Week was also promoted during the month of June, 1977, through use of pamphlets, posters, special programs and media coverage.

The branch maintained its close liaison with ministry field offices and established a communications network with offices transferred to the ministry with the establishment of the Children's Services Division.

Consultation services in public relations, publications, Visual Identity Program, and media liaison were also maintained.

The main thrust of the 1977-78 fiscal year was planning and development. At the year-end a number of proposals were nearing completion, for submission to ministry senior management, including expansion of the ministry's internal communications.

Communications Resources

Public service announcements were produced and distributed for radio and television use during the year. To complement the positive parenting series, which was developed in cooperation with the Dellcrest Children's Centre the previous year, three animated announcements were used throughout Ontario between November, 1977 and March, 1978. These initiated response from some 3,000 persons in the five-month period. In addition, an announcement encouraging foster parenting for the Ontario Association of Children's Aid Societies (OACAS) was produced and distributed with considerable success.

A number of pamphlets and brochures were revised and reprinted during the year. Particular emphasis was placed on producing the ministry's basic materials in French. At the year-end some 65 percent of this information was available in both languages, while work continued towards the production of the remainder for francophone clients.

One new title—*Discipline* -- was added to the highly successful positive parenting series which went into second printing at year end, having exhausted the initial printing of 100,000 within 12 months. *Can you babysit tonight?*, also quite popular, was totally revamped and reprinted.

The branch was also involved in the production of the consultation papers for Children's Services Division as well as a number of reports and papers during the year.

Employees Attaining 25 Years Service in 1977-78

L.L. Allen
Rideau Regional Centre

J.L. Amos
Training & Staff
Development

S.J. Brewster
D'Arcy Place

G.H. Butcher
Rideau Regional Centre

S.A. Buzas
Rideau Regional Centre

W. Chiurko
Oxford Regional Centre

R. E. Clarke
Capital & Administrative
Services

E.M. Coates
Rideau Regional Centre

M.Y. Cornwall
Oxford Regional Centre

L.S. Cozens
Rideau Regional Centre

M. Duffy
Oxford Regional Centre

E.C. Dunnell
Oxford Regional Centre

J.E. Ede
Oxford Regional Centre

S.E. Edgar
London District Office

P. Fountain
Rideau Regional Centre

N. Gillies
Rideau Regional Centre

D.F. Gillespie
D'Arcy Place

A. Groves
Huronian Regional Centre

E.D. Givens
Huronian Regional Centre

L.C. Haskins
Rideau Regional Centre

J. Heighington
Children's Services

K.F. Johnson
Oxford Regional Centre

W.J. Judge
Rideau Regional Centre

A.J. Kerr
Rideau Regional Centre

T.D. Latimer
Rideau Regional Centre

E.J. Leack
S.T.A.R.T.

E.W. Lockyer
Oxford Regional Centre

H.J. Matthews
Rideau Regional Centre

P.A. McAdam
Rideau Regional Centre

G.M. McLinton
Adult Occupational Centre

A.F. McClure
Children's Services

M.E. McNamee
Rideau Regional Centre

M.A. Millard
Oxford Regional Centre

L. Miller
Hamilton District Office

W. Mitchell
S.T.A.R.T.

M.H. Montgomery
Rideau Regional Centre

F. Oster
Hamilton District Office

M.J. Palmer
Rideau Regional Centre

B.G. Pilotte
Accounts

A.E. Quinn
Waterloo District Office

A. Rawes
Rideau Regional Centre

M.E. Salman
Oxford Regional Centre

W.G. Smith
Provincial Benefits

J. Taylor
S.T.A.R.T.

G.A. Thomas
Rideau Regional Centre

R.A. Troutman
Rideau Regional Centre

N. Tuomi
Northwestern
Regional Centre

M.B. Weedmark
Rideau Regional Centre

G.R. Weir
Rideau Regional Centre

V.L. Whitney
Rideau Regional Centre

B.L. Wood
Huronian Regional Centre

J.H. Woodall
Oxford Regional Centre

In Memoriam

I.A. Ainsworth
Huron Regional Centre
November 4, 1977

R. Ayson
Huron Regional Centre
March 7, 1978

M.T. Bartlett
Huron Regional Centre
March 15, 1978

R.E. Bell
Rideau Regional Centre
January 20, 1978

G.G. Bessette
Oxford Regional Centre
December 13, 1977

A.C. Brown
D'Arcy Place
February 17, 1978

T.M. Collinson
Bluewater Centre
March 29, 1978

M.A. Daye
Rideau Regional Centre
January 7, 1978

J.L. Deneau
Lindsay District Office
September 10, 1977

C.J. Donahue
Rideau Regional Centre
August 20, 1977

W.E. Douglas
Huron Regional Centre
March 25, 1978

A.D. Emms
Huron Regional Centre
October 14, 1977

M.E. Findlay
Toronto District Office
August 27, 1977

G.L. Gallipeau
Rideau Regional Centre
June 2, 1977

L.J. Girard
Southwestern
Regional Centre
April 1, 1977

G.V. Hall
Huron Regional Centre
April 15, 1977

P.F. Healey
Huron Regional Centre
October 9, 1977

J.K. James
Provincial Benefits
May 3, 1977

M.O. McGratton
Rideau Regional Centre
January 6, 1978

H.A. Neville
Southwestern
Regional Centre
February 2, 1978

H.D. Plunkett
Rideau Regional Centre
February 1, 1978

K.B. Popkey
Rideau Regional Centre
October 1, 1977

H.J. Robbins
M.R. Facility Services
August 29, 1977

H.D. Saulnier
Huron Regional Centre
June 10, 1977

B. Teeple
Huron Regional Centre
January 4, 1978

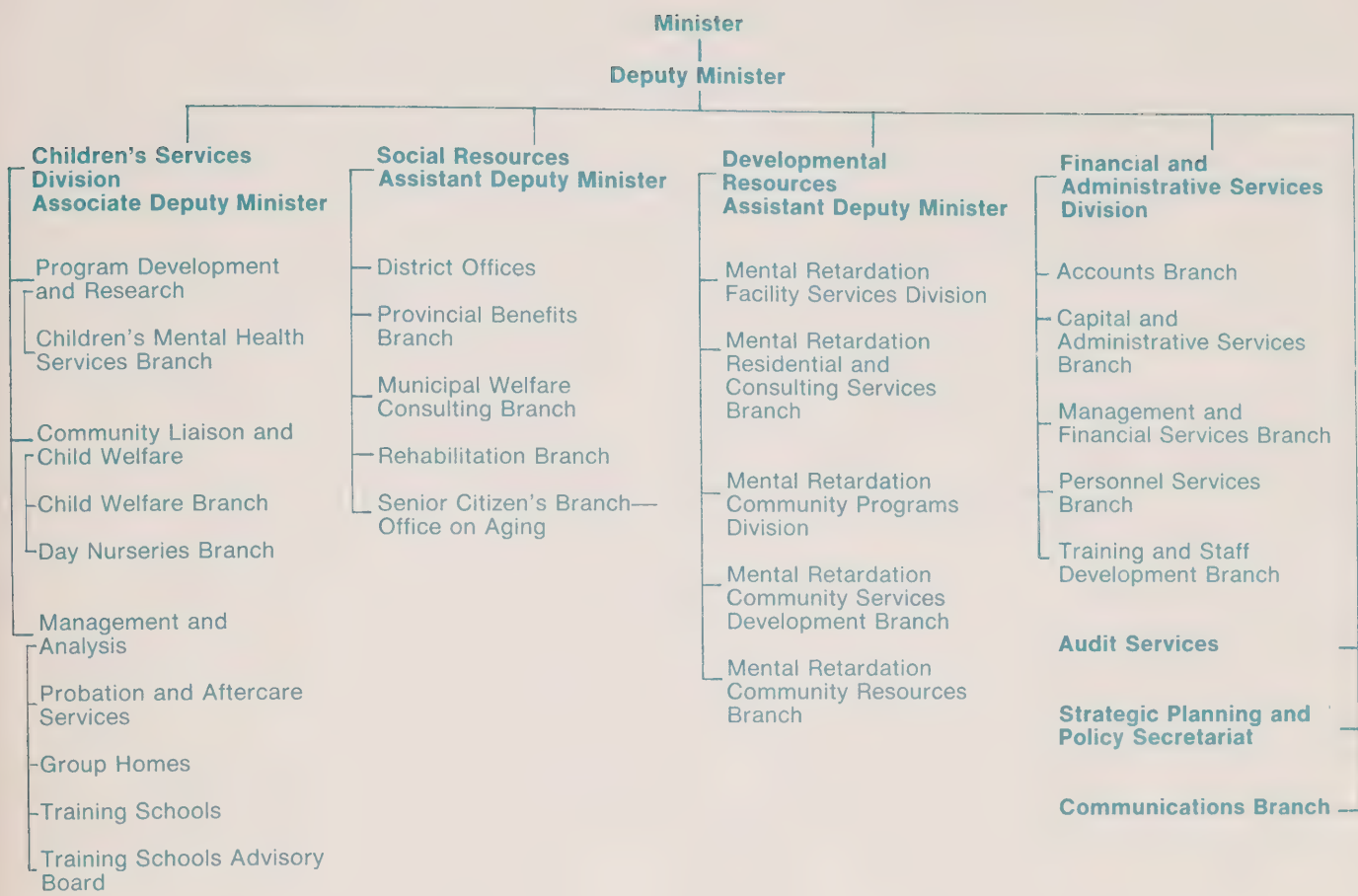
F. Travnicek
Oxford Regional Centre
July 8, 1977

L.J. Wilson
Rideau Regional Centre
March 27, 1978

A.C. Wood
Huron Regional Centre
August 31, 1977

T.H. Zador
Oxford Regional Centre
August 2, 1977

Organizational Structure of the Ministry





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Report of the
Ministry of
Community and
Social Services

48th Annual Report
for the Fiscal Year
Ending March 31, 1979

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**Letter of
Transmittal**

**Report of the
Ministry of
Community and
Social Services
1978-79**

48th Annual Report
for the Fiscal Year
ending March 31, 1979

**To Her Honor
The Lieutenant Governor
in Council**

May it please Your Honor:
The undersigned has the honor
to present the 48th Annual Report
of the Ministry of Community and
Social Services for the fiscal year
ending March 31, 1979.

Respectfully submitted.

A handwritten signature in dark ink, appearing to read 'K. Norton', with a stylized flourish at the end.

Hon. Keith C. Norton,
Minister
September 30, 1979.

DEPOSITORY LIBRARY MATERIAL

Statutes Administered by the Ministry of Community and Social Services as of March 31, 1979

The Blind Persons' Allowances Act
(program administered under
The Family Benefits Act)
The Charitable Institutions Act
The Child Welfare Act
The Child Welfare Municipal Payments
Continuance Act
The Children's Boarding Homes Act
The Children's Institutions Act
The Children's Mental Health
Centres Act
The Children's Mental Hospitals Act
The Children's Services Act
The Day Nurseries Act
The Developmental Services Act
The Disabled Persons' Allowance Act
(program administered under
The Family Benefits Act)
The District Welfare Administration
Boards Act
The Elderly Persons' Centres Act
The Family Benefits Act
The General Welfare Assistance Act
The Homemakers and Nurses
Services Act
The Homes for the Aged and
Rest Homes Act
The Homes for Retarded Persons Act
The Indian Welfare Services Act
The Ministry of Community and
Social Services Act
The Probation Act
The Provincial Courts Act (part)
The Soldiers' Aid Commission Act
The Training Schools Act
The Unified Family Court Act (part)
The Vocational Rehabilitation
Services Act
The Welfare Units Act



Deputy Minister's Report

During the 1978-79 fiscal year, the ministry put increased emphasis on providing more community living opportunities for our institutionalized population, undertook major changes in legislation affecting children and implemented the first stages of its administrative reorganization.

Throughout the year the ministry continued to expand those programs which assist people to remain in their own communities and at home. In December the minister announced changes to the Handicapped Children's Allowance program to enable more people to apply for financial assistance for caring for their child at home. The year also saw continued growth in home support programs which help older Ontarians to continue to participate in community life and to remain as self-sufficient as possible.

As well, the ministry continued to promote community living where appropriate as an alternative to institutional living. For the first time the number of mentally retarded people in provincial facilities dropped below 6,000. The ministry established more than 750 new residential places in communities across Ontario, about half of them for residents from facilities. This marked the largest increase in community places set up in any year.

Providing more community living opportunities for people in need was also evident in the expansion of the number of rehabilitation workshops which during the year served 8,360 people.

The ministry also continued its policy of providing community living alternatives for youths in training schools. Hillcrest Training School in Guelph was closed and the minister announced planned closure of other schools during the following year. The ministry emphasized development of other types of community programs such as specialized foster care to support children who are able to live in the community.

Another major program initiative undertaken during the year was the increase in monthly allowances paid to about 113,000 Family Benefits Allowance recipients and about 65,000 recipients of General Welfare Assistance and their families.

In formulating new legislation in the 1978-79 fiscal year, the ministry was involved in an extensive public consultation process which led to the introduction in the Ontario Legislature of eight acts related to children, all of which contained major changes in areas such as child abuse, adoption, standards of service and children's rights. The acts amended were *The Child Welfare Act*, *The Day Nurseries Act*, *The Children's Residential Services Act*, *The Training Schools Amendment Act*, *The Provincial Courts Amendment Act* and *The Unified Family Court Amendment Act*.

Nearly 5,500 people requested copies of the Green Paper on *Short Term Legislative Amendments* which recommended policies and invited public response and reaction. By the end of the consultation period the ministry had received 226 written submissions from community groups, associations and individuals. The acts received third and final reading in 1978-79.

The ministry also continued its commitment of seeking the broadest possible public consultation, in developing the first set of standards and guidelines for children's residential care. This public involvement was also followed in the development and circulation of a set of guidelines for the investigation of both resident abuse and suspected resident abuse in facilities for mentally retarded people.

On the administrative side, 1978-79 marked the first stages of the ministry's reorganization. Gradual decentralization and integration of services at the local level began as the ministry moved to improve services to the public.

We sought to fulfill our basic goal — that of ensuring the social and economic well-being of Ontarians — along three broad, parallel lines. First is the provision of material means to those who are in need of them as a basic condition for a healthy and happier life. Second is the provision of protection and care to persons who are at risk, where no other resource is available. Third is the self-development of persons in order to place them and enable them to remain, where possible, in the community.

The major purpose of this restructuring is to improve these services. By moving authority from head office to the field, we foresee a number of improvements: optimum allocation of resources to suit local needs; quicker response to service requests; shorter waiting periods for clients; higher satisfaction of local requirements; and better information on services required at the local level.

Two separate program divisions, Adult and Children's Services, were established. Four regional administrative centres, headed by a regional director for each division, were also announced. Each director was to have authority and responsibility to allocate resources in a manner that provides the best possible spectrum of services and priorities. Area offices would also be established which would report to the regional centre.

It was also announced that community services in the Development Resources Division would be assumed by the two new program divisions. In line with the overall reorganization and decentralization process, the Finance and Administration Division made several organizational changes. An assistant deputy minister was appointed in charge of the division.

To oversee the reorganization, an executive implementor was appointed for approximately 18 months, reporting directly to the deputy minister.

By the end of the fiscal year the new organization structure at headquarters, regional and area levels was in place.

The year also marked a major shift in child care policy with the establishment of model local children's services committees in four Ontario communities.

This initiative emphasized the long-term goal of the ministry to have local committees throughout the province responsible for the planning, evaluation and funding of children's services in their respective areas.

The four models will allow the ministry to test a variety of methods for the local coordination of children's services. Ultimately, provincial funding will flow to and be allocated by local government, and local elected representatives will have full accountability for the delivery of services to children within provincial standards and guidelines.

In the Adult Services Division, three pilot projects were set up in Hamilton, Sudbury and Toronto as test studies in deciding whether to decentralize the Income Maintenance Branch. Computer and staffing needs were considered before the decision-making process was gradually implemented at the local level.

The initiatives which the ministry undertook during the 1978-79 fiscal year in the broad areas of program change, legislation and administrative reorganization were all aimed at our basic goal — that of ensuring the social and economic well-being of Ontarians.

Adult Services Division

The Office of the Assistant Deputy Minister, Adult Services, is responsible for the development and delivery of programs and policies for adults. Until December 1978, the Social Resources Division delivered these programs through a network of district offices and more than 60 local offices. Since January 1979, the division has been proceeding with implementation plans for reorganization.

There are now three main head office sections of the division. The former Provincial Benefits Branch and Municipal Welfare Consulting Branch report to the Director of Income Maintenance. The former Senior Citizens', Vocational Rehabilitation and Mental Retardation Community Services Branches report to the Executive Coordinator of Social Services. The Executive Coordinator, Program Policy, is responsible for overall planning and policy in the division.

As Income Maintenance and Social Services phase out of program delivery at head office, they will be developing the necessary standards and guidelines for the delegation of authority to the field. The main purpose of divisional operations will then move to one of monitoring and evaluation in order to ensure the continuing effectiveness of ministry programs. Program Policy's main purpose is to develop long and short-term goals and priorities, analyze and develop existing and new programs, and make recommendations for improved service delivery options and legislative change.

The decentralization of social service programs and functions will continue into the 1979/80 fiscal year with full accountability at the field level by the end of the 1980 fiscal year.

The decentralization of the Income Maintenance program is expected to begin in the fall of 1979, with a phase-in period of approximately 18 months on a computer network.

The planning for local needs, and the delivery of services and programs is moving to the four new regional offices and the 12 area offices which have been set up across the province. Some of the staff needed for the changeover are in place. The majority, however, are continuing to carry out former functions to ensure uninterrupted service to the public.

Reorganization and decentralization will help us meet our goal of improved service to the public. This long-term goal should result in shorter waiting times for benefits, quicker initial responses to requests and a better understanding of the local needs.

Services are provided in the areas of provincial benefits, municipal welfare consulting, senior citizens, rehabilitation, mental retardation, as well as legal aid assessment.

These programs are intended to support family life and independence through a variety of services, including financial assistance to persons in need, residential services and alternate care for persons with special needs, assistance to individuals in obtaining suitable employment, and support of social research education and delivery.

Area Offices

The province is divided into four regions: southeast, central, southwest, and northern. Each area is headed by a regional director responsible to the assistant deputy minister, Adult Services.

Twelve areas provide delivery services for provincial benefits, rehabilitation, mental retardation community programs, legal aid assessment and general welfare assistance, where there are no organized municipalities. Consultants are located in the area offices to provide consultation and inspection services for senior citizen homes. The area offices have a direct working relationship with the mental retardation working groups in their community.

Area managers have participated in the work of various government and district committees to ensure that social and physical concerns are interrelated.

A benefit of the reorganization will be an improvement and broadening of the ministry's relationship with agencies, municipalities and Indian bands across the province.

As decentralization of the ministry's delivery of social services proceeds, local authorities will be called on to become much more closely involved.

Most of the areas have special projects to assist mothers on provincial benefits to re-enter the labor market. Services provided include group upgrading and training courses.

Central Region			
Mr. Graham Lethbridge Regional Director	110 Eglinton Ave. West 3rd Floor TORONTO, Ontario M4R 2C9	(416)	481-5156
Mr. Joe McReynolds Area Manager	110 Eglinton Ave. West 5th Floor TORONTO, Ontario M4R 2C9	(416)	965-8449
Mr. Mike Jarvis Area Manager	70 Collier Street BARRIE, Ontario L4M 4T2	(416)	737-1311
Southwestern Region			
Mr. Murray Hamilton Regional Director	495 Richmond Street 7th Floor LONDON, Ontario N6A 5A9	(813)	438-5111
Mr. Al Strang Area Manager	100 Main Street East Century 21 Tower, 39th Fl. HAMILTON, Ontario L8N 1G3	(811)	526-9300
Mr. Frank Capitano Area Manager London Area Office	495 Richmond Street 6th Floor LONDON, Ontario N6A 5A9	(813)	438-5111
Area Manager (Acting) Waterloo Area Office	75 King Street South Room 501 WATERLOO, Ontario N2J 1P2	(815)	886-4700
Mr. Mike Kinder Area Manager	250 Windsor Avenue WINDSOR, Ontario N9A 6V9	(814)	254-1651

Income Maintenance Branch

Northern Region

Dr. Cliff Williams Regional Director	875 Queen Street East Main Floor SAULT STE MARIE, Ontario P6A 2B3	(842) 942-2910
Mr. Richard Rivard Area Manager Sudbury Area Office	111 Larch Street Suite 1, 8th Floor SUDBURY, Ontario P3E 4T5	(841) 674-7543
Mr. Mickey Graver Area Manager Thunder Bay Area Office	710 Victoria Avenue East 3rd Floor THUNDER BAY, Ontario P7C 5P7	(844) 475-1300
Mr. Hector Lalande Area Manager Timmins Area Office	12 Elm Street North TIMMINS, Ontario P4N 6A1	(865) 264-9407

Southeastern Region

Mr. Dan Rooney Regional Director	1055 Princess Street KINGSTON, Ontario K7L 4X8	(823) 549-5932
Mr. John Horricks Area Manager Ottawa Area Office	2197 Riverside East Room 705 OTTAWA, Ontario K1H 7X3	(821) 737-5520
Miss Connie Martin Area Manager Kingston Area Office	1055 Princess Street KINGSTON, Ontario K7L 4X8	(823) 549-5932
Mr. Russell Dignam Area Manager Peterborough Area Office	139 George Street North PETERBOROUGH, Ontario K9J 3G6	(824) 742-9292

Established January 1979, the Income Maintenance Branch is now responsible for income maintenance programs previously delivered by the Provincial Benefits Branch, the Municipal Welfare Consulting Branch, the Rehabilitation Services Branch, and the Soldiers' Aid Commission.

Family Benefits

A major activity of the Income Maintenance Branch is the administration of *The Family Benefits Act and Regulations*. This legislation provides monthly allowances and other benefits to persons who need long-term financial help. Such persons include the aged, blind, disabled and permanently unemployable, mothers with dependent children, and people caring for foster children.

Applications and reports are completed by field representatives in the area offices. Decisions concerning eligibility and the amount of assistance are currently made in the Income Maintenance Branch. All decisions are sent to applicants and recipients by letter, including notification of the right to appeal.

To determine eligibility and amount of assistance, an assessment is made of the applicant's basic and special needs, family situation, liquid assets and available income. Free health insurance enables all recipients to obtain medical and standard hospital care as well as free prescription drugs listed in the Drug Benefit Formulary of the Ministry of Health. Dental coverage is provided to recipients with dependent children, and the cost of purchase, replacement or repair of eyeglasses and hearing aids may also be covered if required.

Other benefits include an annual payment made in August for all child beneficiaries four years and older, primarily to help with the costs of returning to school. In addition, recipients who leave the program to undertake full-time employment may be eligible for a phase-out allowance extending over the first three months of their employment. All recipients who work part time have part of their earnings exempted and there is also a deduction for work expenses.

Another significant aspect is the provision of assistance to recipients who require skills training before entering the labor force. Recipients who are parents with dependent children and who undertake 'approved' Canada Manpower training courses (approved as likely to lead to remunerative employment), may continue to receive a minimal allowance plus coverage for medical, dental, and drug expenditures. These recipients may also become eligible for the phase-out allowance when their courses are completed and they enter full-time employment.

On March 31, 1979, there was a total of 113,363 persons receiving family benefits allowances. Within this group, the disabled and blind receive a monthly guaranteed amount under the Guaranteed Annual Income System, (GAINS-D). On March 31, 1979, there were 36,076 GAINS-D recipients, representing approximately 32 percent of the total family benefits caseload. In addition, there were 3,971 aged and disabled persons in institutional care receiving family benefits allowances exceeding the GAINS-D rate, and 554 persons in chronic care facilities receiving comfort allowances.

Of all those receiving allowances, 49,046 were single persons, 59,008 were families with or without dependent children, and 2,509 were foster parents. Single persons receiving assistance were mainly in the following categories: disabled, permanently unemployable, aged or blind. Of the family cases, 5,590 were medically disabled or permanently unemployable fathers, 47,930 were mothers with dependent children, and the remainder were couples, one or both of whom were blind, disabled or aged. In total, there were 227,068 beneficiaries, a decrease of 5,782 over last year. The branch also continues to administer ten blind persons' allowances and 21 disabled persons' allowances.

In addition, the program offers a Handicapped Children's Allowance, which provides allowances up to \$150 per month, for families who are caring for severely handicapped children at home. At the end of March 1979, 1,102 non-FBA families were receiving this allowance. It is designed to encourage families to care for their handicapped children at home, where possible, by assisting them with the additional costs incurred as a result of the child's disability.

During 1978-79 allowances for recipients of vocational rehabilitation were transferred to *The Family Benefits Act*, allowing for a substantial increase in the level of allowance for most recipients. On March 31, 1979, there were 1,146 recipients of vocational rehabilitation allowances under Family Benefits.

Those who are refused an allowance or those whose benefits are changed or cancelled may appeal to the Social Assistance Review Board. The board issues its own annual report providing statistics of cases appealed under *The Family Benefits Act*, *The General Welfare Assistance Act*, *The Vocational Rehabilitation Services Act* and *GAINS (The Ontario Guaranteed Annual Income Act — Ministry of Revenue)*.

Municipal Welfare Services

Municipal Welfare Services Branch assists and advises, both centrally and through the area offices, municipalities and Indian bands on the administration of *The General Welfare Assistance Act and Regulations*, and *The District Welfare Boards Act*.

General Assistance

Financial aid is provided by municipalities or Indian bands to heads of families or single persons in need. Eligible persons in areas without a municipal organization are assisted through ministry area offices. Most persons on general welfare assistance are sole support mothers, the unemployed, and those in ill health. Other categories include secondary school students, elderly persons and those caring for foster children.

The ministry provides payment, in most cases, for 80 percent of expenditures for general assistance. In 1978-79 an average of 29,369 employable and 40,279 unemployable cases (for a total of 69,648) received general assistance. With their dependents averaging 67,024 the total beneficiaries in these two categories averaged 136,672.

Among the employable and unemployable cases, 38,311 were single and 31,337 were heads of families. Approximately 27,800 cases were temporary or permanent ill health, 20,500 cases were on benefits because of temporary inability to obtain employment, and a further 14,700 cases lacked the principal family provider.

In addition to these cases, an a total of 7,499 persons were resident in hostels and 108 persons in nursing homes. Support was also provided for 714 foster children. Therefore, total beneficiaries for all types of general assistance was 144,993.

Supplementary Aid

Supplementary Aid is paid by municipalities to people who already receive an allowance under family benefits, Old Age Security, GAINS or vocational rehabilitation. It covers extra fuel and shelter costs, and extraordinary needs. Cost-shared at the rate of 80 percent by the province, it was paid to an average of 19,171 persons each month during the year.

Special Assistance

Special Assistance is paid by municipalities to anyone in financial need and may provide money for such items as moving, dental services, prosthetic appliances, drugs, funerals and burials. It is cost-shared at the rate of 50 percent by the province and was paid to an average of 33,050 persons each month during the year.

Desertion Services

Desertion services helps locate spouses who have deserted their families, in order that support may be pursued, and provides liaison services with family courts regarding enforcement procedures. It also acts as a resource for parental support workers in district offices for the recovery of support payments assigned to the ministry which ensures that the client receives full entitlement on a consistent basis.

Legal Aid Assessment

The legal aid assessment service assesses applicants for legal aid and makes recommendations to area directors about an applicant's ability to pay. There were 105,998 persons referred to the ministry for interview and assessment, an increase of 5,592 from the previous year.

Soldiers' Aid Commission

The Soldiers' Aid Commission assists veterans of World Wars I and II and the Korean War, and their dependents in emergency situations. The commission helps meet extraordinary needs by assisting those eligible to obtain dentures, eyeglasses and hearing aids.

Computer System

The branch also provides a central GWA computer system for use by the municipalities. This system allows the municipalities to have their own data and record processing system which is both reliable and uniform while at the same time providing the province with a much improved record-keeping system.

Indian Bands

Indian bands may assume the responsibility for administering social assistance to their own people on the reserve. As of March 31, 1979, 89 bands had been approved to administer social services.

Area offices are involved in training programs, and courses for band social service administrators are conducted in locations convenient to reserves. In this way, local problems can be identified and solved.

Adult Social Services

Rehabilitation Branch

The primary role of the rehabilitation program is to develop, restore or improve the working capacity of physically or mentally handicapped persons to enable them to obtain employment. This includes employment in the open labor market, sheltered or in-home employment, or self-employment.

A secondary role of the rehabilitation program is to assist in the development of residential services for physically handicapped adults with social problems.

The program had a field staff of 212 counsellors and supervisors in 43 offices throughout the province. Field staff interview clients to assess their capabilities, arrange for medical restoration, training, tools and equipment, transportation or living expenses, and help with job placement. During the fiscal year 4,646 handicapped persons were referred for vocational rehabilitation services. A total of 12,966 received one or more services and 2,067 of these were assisted in finding employment.

Services

Psychological testing and specialized medical, educational, workshop and work assessments are used by counsellors. The ministry does not operate rehabilitation centres; instead, it purchases community resources. Rehabilitation workshops, supported through operating and capital grants, are an important assessment resource as are educational institutions and competitive work situations. Assessment services in 1978/79 cost \$1,109,900.

Restoration services which enable handicapped persons to achieve their best physical level included artificial limbs, braces, wheelchairs, dental services and drugs. The cost of these services was \$733,400.

Work adjustment training, offered primarily by rehabilitation workshops, was provided for 1,045 persons. In addition, 505 attended post secondary courses at community colleges, 408 were sponsored in university programs, 555 received academic upgrading and basic skill training, 61 were enrolled in private trade school programs and 204 took high school courses. There were 426 persons trained on the job and 376 received other training. The program covered the cost of educational courses, books and supplies, and contributed half of the wages paid by employers who provided on-the-job training. Training services during the year totalled \$3,970,900.

Allowances

Allowances and special transportation expenses are paid to handicapped persons while they are in formal assessment or training programs. A total of \$347,100 was paid to clients between April 1, 1978 and December 31, 1978 under *The Vocational Rehabilitation Services Act*.

On January 1, 1979, provision for the payment of these allowances was transferred to *The Family Benefits Act*. Handicapped persons in assessment and training programs then became eligible for an allowance at the GAINS-D rate.

Financial Aid to Rehabilitation Agencies

Grants totalling \$1,088,500 subsidized staff salaries in six voluntary organizations providing rehabilitation services to disability groups with highly specialized needs. Included in these groups are persons with hearing or sight impairment, those who are mentally retarded and those with spinal cord injuries.

Financial Aid to Employment Programs

There were 157 approved rehabilitation workshops operated by voluntary organizations in 1978/79, an increase of 10 over the previous year. As of March 31, 1979, attendance totalled 8,360 handicapped persons. Workshop operating grants, to a maximum 80 percent of approved costs, were \$18,100,900. There were also 43 life skills programs operated by voluntary organizations in 1978/79, an increase of three over the previous year. As of March 31, 1979 attendance totalled 729 mentally retarded persons. Life skills operating grants, to a maximum of 100 percent of approved costs, were \$2,112,900.

Adult Residential Services

The Rehabilitation Branch's halfway house program supports non-profit corporations by providing up to 80 percent of operating costs to a ceiling of \$17.50 per day. It may also provide 80 percent of debt retirement costs in the delivery of rehabilitative services for alcoholics, ex-offenders and socially disadvantaged persons. For the chronic alcoholic, the halfway house is a post-detoxification facility. It attempts to break the revolving door of drink, arrest, court and jail by giving an opportunity to learn conventional activities of daily living. For the ex-offender, the halfway house is a transition from incarceration back into the community. For the socially disadvantaged person it is also a transitional residence between the psychiatric facility and the community.

As of April 1, 1978, the ministry funded 25 halfway houses with 492 beds for alcoholics; seven halfway houses with 110 beds for ex-offenders; and three halfway houses with 43 beds for socially disadvantaged persons.

The Rehabilitation Branch also funds group homes for physically handicapped adults. These residences of up to 12 beds can provide a long-term living situation for those who will never have the capacity to live independently. Group homes also serve as a transitional living situation for those who need time to acquire confidence and daily living skills before moving into the community. The ministry funds nine adult group homes with 139 beds under *The Charitable Institutions Act*.

In addition, the branch shares in funding four demonstration projects in apartment-style and self-contained living for 75 tenants. The Ministry of Housing funds the housing units and rent supplements, and the Ministry of Community and Social Services funds the support services. This conventional living environment represents an alternative to the chronic hospital or the nursing home for some of the tenants.

Senior Citizens' Branch — Office On Aging

One of the main purposes of the branch is to help the elderly remain self-sufficient and to continue to participate in community life. The programs and services of the branch attempt to create conditions that encourage enjoyment and participation in the post-retirement years.

Services and Programs

This branch helps provide senior citizens' centres and clubs that are usually run by members, as well as community outreach programs such as meals-on-wheels, and vacation day care, winter care and other short-term admissions in homes for the aged. The senior volunteers in service program is designed for smaller communities and provides an expense allowance to retired people who act as advocates and as information sources for other senior citizens.

These programs are essential, since 95 percent of seniors in the province live on their own or with relatives. For those unable to do this, 180 charitable and municipal homes for the aged accommodated 25,864 persons.

Homes for the Aged

The ministry subsidizes 91 charitable and 89 municipal homes which offer residential, extended care or both services to seniors in an attractive setting and provide planned activities and opportunities for self-enrichment. All accommodation and services are based on ability to pay, with a financial subsidy available if needed.

Elderly Persons' Centres

There were nine new elderly persons' centres established, bringing the total to 119 centres in the province, under the legislation governing social and service delivery activities. These are provided on a daily basis by a municipality or non-profit organization. There are 33 day care or drop-in centres within 180 municipal and charitable homes for the aged.

Financial Support

Subsidies and grants for senior citizens' facilities and programs in 1978/79 amounted to almost \$110.8 million.

LINK Skills Exchange

This 'help-you-neighbor project' was established in 1978. It is based on the premise that everyone has worthwhile skills and experience which are needed by someone else in the community. No money is involved. Service is paid for with LINK Skills Exchange Cards which are earned by providing a service someone else needs. LINK Skills Exchange Centres are being introduced throughout the province.

Research

The Ontario '20 Year Longitudinal Study on Aging', 1959-1978, completed its 19th year with some 59 percent of the original 2,000 subjects still involved. They began participating on their 45th birthdays. Special reviews were planned for the final (20th) year in 1978.

A national Symposium on Aging involving the federal government, all provincial governments and the Canadian Association on Gerontology was held.

Work began on the LINK Skills Exchange Program with a citizens' committee and representative of the Ontario Advisory Council on Senior Citizens.

Privilege Card

The Ontario Senior Citizens' Privilege Card introduced in 1975 is now held by 811,030 senior citizens. The card carries the name and signature of the holder, and the Ministry of Health's Drug Benefit number, if the owner is eligible. The card also allows senior citizens free or reduced admission rates to many Ontario facilities.

Assistance to Organizations

Grants-in-aid from the main office of the ministry assisted the Canadian Association on Gerontology, the Canadian Geriatrics Research Society and the Senior Citizens' Centres Association of Ontario. Both the United Senior Citizens of Ontario and Pensioners Concerned Canada (Ontario Division) were also assisted indirectly, as was the Canadian Institute of Religion and Gerontology.

Information Services

The growing number and complexity of programs and services for seniors in Ontario is reflected in the ministry's extensive information programs. Through various publications, senior volunteers in service, senior citizens' consultants in field offices across the province, and information materials associated with Senior Citizens' Week in June, the branch actively promotes the services and opportunities available to retired people.

Credit Counselling

The ministry directly subsidizes 60 percent of the operating expenses of approved credit counselling services. As of March, 1979, there were 28 approved agencies providing counselling and practical assistance on consumer credit, general budgeting and money management matters.

Other Counselling Services

Municipalities may set up purchase-of-service agreements with local counselling agencies to provide counselling services to persons in need, who cannot meet the full cost of services in their communities. These costs are shared 50 percent with the province.

Work Activity

There are currently 11 work activity projects serving approximately 1,800 persons in Ontario. These projects are funded under *The General Welfare Assistance Act*. The program cost is shared on an 80/20 basis by the federal and provincial governments, and the municipality which is managing the project.

The primary objective of the program is to assist persons who, for environmental, personal or family reasons, have unusual difficulty in finding employment or in benefiting from technical or vocational training programs.

Homemakers and Nurses Services

The intent of *The Homemakers and Nurses Services Act* is to preserve, maintain and strengthen family life during illness or absence of a mother or other persons in charge of a child. It also assists elderly, convalescent, handicapped, chronically ill or otherwise disabled persons to remain in their own homes whenever possible.

When a household needs assistance to avoid family or financial difficulties, a homemaker may be provided. These flexible services make it possible to respond to a wide variety of health and social service needs.

Services are provided by 33 branches of the Victorian Order of Nurses, 54 branches of the Canadian Red Cross Society, other non-profit groups, commercial agencies and individuals.

There are 12 municipalities and 21 Indian bands which employ 39 homemakers, usually to teach home management skills.

Visiting-nurse service in the home is provided on the instruction of an attending physician. This service is supplied by the Victorian Order of Nurses, St. Elizabeth Visiting Nurses' Association and individual registered nurses.

Homemaker and nurses services may be available directly from municipalities, Indian bands or under a fee-for-service agreement between the municipalities or Indian band and the supplier.

Grants are available to persons, municipalities, Indian bands and other organizations toward the cost of approved training courses for homemakers.

Financial Aid to Workshops

Capital grants of 80 percent of approved costs are offered to voluntary organizations for the construction, acquisition, alteration or renovation of rehabilitation workshops, as well as for the purchase of basic furnishings and equipment. In 1978-79, 105 voluntary organizations received capital funds totalling \$2,324,000 and including \$1,788,100 in major and \$535,900 in minor capital grants.

In its second year of operation, the Children's Services Division continued to provide an integrated service system for children with special needs.

From its inception, the two major thrusts of the division were to reorganize and rationalize the provincially administered special services to children and to decentralize responsibility for coordination of those services to the local level.

One of the most important aspects of the division's approach to policy making is its commitment to communication and consultation. To date, four consultation papers have been prepared by division staff or task forces recommending policies and inviting feedback from those working in children's services. Thirteen newsletters have also been published containing information about consultation papers, division planning and policies and regionalization.

Community liaison groups were established in 21 areas across the province to stimulate the consultation process. They provided local organizations with information and assistance, distributed consultation papers and encouraged response to them.

One of the first tasks of the division was to update the legislation dealing with children. *The Consultation Paper on Short Term Legislation Amendments* was released in December, 1977. In 1978, feedback from briefs and consultation meetings was incorporated into the package of child care legislation affecting nine statutes. Although the amendments were passed in the legislature in the 1978-79 fiscal year, they will not take effect until June, 1979.

Since no comprehensive set of standards of service existed to apply equally to all children's services, this became a high priority for the division.

The first standards and guidelines prepared concerned residential care facilities. Work is continuing on a variety of other standards to be released in the coming fiscal year.

A paper entitled *Program Priorities for Children's Services in 1978* described the basic rationale for program development in the division. The priorities identified were: prevention; supporting children in their own homes or communities; providing intervention and support for families in crisis; and assisting children and families through treatment programs.

The appointment of four area planning coordinators for children's services in April, marked the first phase in a larger ministry reorganization and decentralization. They produced a detailed organizational plan for both the regional offices and the divisional head office. Decentralization will occur early in the next fiscal year.

The regional offices will be responsible for service delivery and implementation of policies made at head office. Head office will be responsible for policy formulation, standards setting, monitoring, research, and all province-wide decisions related to long-term divisional responsibility.

Programs affected by regionalization include:

- Children's Mental Health Services
- Child Welfare Services (children's aid societies, charitable institutions, children's boarding homes, children's and youths' institutions)
- Day Nurseries
- Juvenile Corrections (all programs)
- Observation and Detention Homes

The establishment of local children's services committees across Ontario is part of a plan in which decision-making and priority setting will occur at the local level. The long-term goal of the ministry is to assist local committees in becoming responsible for decisions relating to planning, evaluation and funding of children's services in their respective areas.

The Program Policy Group is involved in the analysis of the broad policy issues and priorities which affect the work of the division.

During the past year, the major task of the Program Policy Group was the establishment of four local children's services committees and assistance in local coordination activities. Other work done by the group included:

- the identification of program priorities for children's services in 1978
- the implementation of francophone projects in eastern Ontario
- the development of policies on prevention, foster care and diversion programs
- the definition of assessment
- a study of the relationship and structure of child welfare services
- the development of a policy on case information disclosure
- provincial implications arising from the federal *Young Offenders' Act*
- the *Report on Family Court Clinics*
- funding of a study of adolescent suicides in Ontario
- evaluation of the four-phase system (a service system for emotionally disturbed teenagers in Ontario).

Children's Mental Health Services Branch

The Children's Mental Health Services Branch receives its legislative authority from *The Children's Mental Health Centres Act* and *The Mental Health Act*.

The branch ensures the availability of adequate and effective children's mental health services in Ontario by licensing and providing operating and capital funds for children's mental health centres. These centres provide services for emotionally disturbed children and youth with the view to returning them to their families or communities as contributing members of society.

Multi-disciplinary staff from the branch provide leadership, consultation and assistance to community groups, organizations and individuals in developing appropriate mental health services.

This year, emphasis was placed on ensuring that each child with emotional problems had reasonable access to a spectrum of mental health services in spite of regional differences. A new service being implemented in the north is located in Kapuskasing. Other services planned for the north will be located in Kirkland Lake, Tri-Town and Sault Ste. Marie. Home care services were operationalized in Pembroke for francophone communities.

Levels of Services	1978/79
Assessment	35,352
In-Patients	12,456
Out-Patients	80,748
Day Care	11,064
Home Care	7,128
Tracking	13,920

Child Welfare Branch

The Child Welfare Branch assumes duties and responsibilities assigned to it by *The Child Welfare Act*, *The Children's Institutions Act*, *The Charitable Institutions Act*, and *The Children's Boarding Homes Act*.

The branch integrates a wide range of services to children and their families including alternate guardianship, foster and residential care, residential treatment and individual or family counselling. It coordinates child welfare policies and a comprehensive adoption service. In addition, the branch provides grants and consultation services as well as supervising and partially financing homes for children, young people, and unmarried mothers.

Adoptions

In 1978, fewer children needed adoption homes than ever before. Of those in need, however, many have special needs which a few years ago would have classed them as unadoptable.

The *Today's Child* column, which for 14 years has been produced on a regular basis, makes the public aware that there are children, many with special needs, who need loving homes. From September 1978 (the start of the season for *Today's Child*) to March 31, 1979, 87 children found permanent homes through this column. A number of boys and girls with multiple problems were adopted through the companion television program, *Family Finder*, now in its tenth year. This program is produced at no charge by CFTO-TV in Toronto, 26 weeks a year. It is also carried by 12 other television stations across the province.

Adoption placements are aided by provincial adoption exchange meetings and ministry bulletins. In inter-provincial placements, children and parents are frequently introduced through video tapes prior to an actual meeting. With the assistance of the Adoption Desk, organized under the federal Ministry of Health and Welfare, inter-provincial placements are also arranged. Parents hoping to adopt from countries with an international adoption program are served by the Adoption Desk, the children's aid societies and our ministry.

Children's Aid Societies

The Child Welfare Branch provides consultation and supervision to Ontario's 51 children's aid societies.

As shown on the following chart, the six-year downward trend from 1971 reversed in 1977 and continued up through 1978 for children 'in care'. The increase was experienced for all ages of children in 1978.

With growing community awareness of child abuse and the resulting increase in child abuse reports, the societies' work in this area has intensified. The ministry continues to provide leadership in this field and has initiated special projects to help the societies improve their services for abused children and their parents. At the same time, the demand for protection/prevention service to families whose children are not 'in care' has increased dramatically, and the previous trend toward fewer unmarried mother cases being referred to children's aid societies has levelled off.

Children's and Youth Institutions

This section of the Child Welfare Branch administers legislation under which residences for children and young people are approved. Legislation includes *The Children's Boarding Homes Act*, *The Children's Institutions Act* and *The Charitable Institutions Act*.

Under institutional legislation, the branch is consulted during the early planning and construction stages of a residence. Private charitable organizations which initiate and build such residences receive financial and advisory assistance from the branch. Branch staff also visit residences regularly. Under *The Children's Boarding Homes Act*, homes are registered annually.

Boarding Homes

Residential programs for disturbed and developmentally handicapped children are provided by homes registered under *The Children's Boarding Homes Act*. During 1978, there were 166 boarding homes in Ontario accommodating 1,337 children.

Number of Children In Care At Year End	1971	1972	1973	1974	1975	1976	1977	1978
Under 5 years	4,554	3,843	3,305	2,897	2,878	2,683	2,565	2,843
5 to 12 years	5,602	5,323	4,796	4,432	4,149	3,856	3,705	3,858
13 to 17 years	5,385	5,578	5,684	5,886	6,356	5,886	6,304	6,551
18 and over	778	366	484	503	521	537	557	562
Total Children In Care Of CAS At Year End	16,319	15,110	14,269	13,718	13,904	12,962	13,131	13,814

Children's Institutions

Homes approved under *The Children's Institutions Act* provide care for three distinct groups of children and young persons under 21. They are young people whose parents are facing family crisis, who have problems including mental disturbance, delinquency and/or a handicap, and those who need help in order to be able to live independently in the community. The children's and youth institutions section provides supervision and consultation to the homes to ensure high standards of care for residents. *The Children's Institutions Act* provided grants and subsidies to 45 approved institutions with a total bed capacity of 911. Niagara Regional Group Home in Welland, with a bed capacity of 13, opened in the spring of 1978. Kiwanis House in St. Thomas, with a bed capacity of 16, closed in August 1978.

Charitable Institutions for Miscellaneous Purposes

At the end of 1978, there were 18 approved homes operating under *The Charitable Institutions Act* with a total bed capacity of 380. These facilities provide residential programs for unmarried mothers and for young people with social and personal problems. The homes provide various services to residents including education, counselling and guidance.

Number of Residents in Children's Institutions

	Males	Females	Total
Beginning of year	462	218	680
Admitted during year	1,076	828	1,904
Total Residents during year	1,538	1,046	2,584
Discharged during year	1,067	814	1,881
In Residence end of year	471	232	703

Child Abuse Program

The child abuse program was established to examine the problem and recommend steps this ministry should take to promote and improve techniques for the prevention, detection and treatment of child abuse.

The program, through its professional staff, stimulates and provides consultation for the development of community projects and programs at the local and regional levels. The program further provides funding for these efforts through demonstration, research, training and community organization grants.

Resource material for public education and professional training is developed by this program and distributed through a free film-loan library, trainers' workshops, public education campaigns and regional seminars and workshops.

During the 1978/79 fiscal year, a number of major accomplishments were achieved by the child abuse program. In the field of professional training, training packages of printed and audio/visual material were distributed for use throughout the province. These packages had been prepared and pre-tested on nineteen multi-professional groups in various Ontario communities. The testing classes of approximately twenty 'students' each involved physicians, educators, nurses, police, family court judges, social workers and non-professionals. The audio/visual component of this training package is in both English and French.

Fifteen regional multi-professional seminars were funded involving approximately 2,000 professional and lay people concerned with child abuse programs. This brings the total number of child abuse seminars since the beginning of the program in 1976 to 75, involving approximately 8,000 individuals.

In addition, 82 child abuse demonstration, research and resource development projects were stimulated and funded in the 1978/79 fiscal year.

Number of Residents in Charitable Institutions

	Homes for Unmarried Mothers	Youth Residences		All Misc. Charitable Institutions	
	Total	Males	Females	Total	Total
Beginning of year	180	49	44	93	273
Admitted during year	879	1,560	693	2,253	3,132
Total Residents during year	1,059	1,609	737	2,346	3,405
Discharged during year	908	1,581	700	2,281	3,189
In Residence end of year	151	28	37	65	216

Day Nurseries Branch

The Day Nurseries Branch licenses and supervises all group programs under *The Day Nurseries Act* for normal children up to ten years of age and for developmentally handicapped children from ages two to 18.

In addition to enforcing the statutory requirements of the act, the branch responds to interest in communities to study and meet local needs for day care. It helps develop related community services for the improvement of child care and reviews standards to ensure that adequate levels of services are provided in the most economical way.

Working in conjunction with the Capital and Administrative Services Branch, district offices and, where applicable, the Mental Retardation Community Services Development Branch, the branch approves new day nurseries projects.

There were 1,468 licensed day nurseries in Ontario in January 1979, with a total enrolment of 62,097.

Municipal Day Nurseries

There are 166 municipally operated day nurseries with a capacity for 8,365 children.

Private-home Day Care

This program is a complementary service to group day care. It is especially useful in providing care for infants where it is not available otherwise, and for school-age children who require care during the noon break and after school, and for children enrolled in half-day kindergartens and nursery schools.

The day care providers in these homes receive program assistance through workshops, in-service training, and orientation sessions in licensed day care centres. There is one twenty-week course offered specifically to women who wish to give day care to young children in their homes.

There are 21 municipalities and 13 private agencies offering a private-home day care service and in January 1979 there were 3,124 children placed in registered and supervised homes.

Handicapped Children

There are 70 centres for developmentally handicapped children, 11 centres for physically handicapped children and 28 integrated centres for both normal and handicapped children serving 1,439 developmentally handicapped and 857 physically handicapped children. The integration of programs for both handicapped children and normal children is continuing and much interest is being shown throughout the province by municipalities and private operators.

Indian Bands

In 1978-79, 22 Indian bands administered their own day nurseries on reserves and two purchased the services of other day care centres for their children. The capacity of all centres is 657.

The ministry continues to encourage band members to take early childhood education courses, and also encourages the establishment of day nurseries for non-status Indians living off reserve lands in cities and small communities.

Unorganized Territories

The ministry has entered into agreements with municipal centres to purchase day nursery services for children living in unorganized territories in several areas of Northern Ontario.

Nurseries Operated by Approved Charitable Corporations

There are 124 day nurseries operated by charitable corporations approved under the act to operate day nurseries and receive financial assistance. Many of these corporations are parent controlled and, for the most part, include parent participation in the daily program. Most provide care for part of the day but a growing number operate on a full-day basis.

Most parent cooperative nurseries are members of a cooperative council. These councils coordinate the responsibilities of staff and parents of member nurseries, give guidance in providing a high standard of preschool programs for children, and are an excellent learning experience for the parents involved. The councils are members of the International Association of Preschool Parents.

There are a number of cooperative nurseries in elementary and secondary schools which, although autonomous, function in close liaison with the school principal and staff. These nurseries are working models of a highly successful method of bridging the gap between home and school, and demonstrate the value of parent participation in a child's education.

One secondary school with a parent cooperative nursery has a pre-parent education program for its students. The child development teacher supervises the practice her high school students obtain, and acts as a supervisor in the nursery school. This course is a highly successful one with the number of students enrolling on the increase.

Expenditures

Provincial expenditures in transfer payments for day care operating costs, including programs for developmentally handicapped children, were \$37,744,459 in 1978-79.

The Children's Services Division continues to be responsible for administering programs operated under *The Probation Act* and *The Training Schools Act*. Although this service is highly decentralized with integrated community and residential programming, four major components can be identified: probation and aftercare services; group homes; training schools; and the training schools advisory board.

The primary functions of a probation and aftercare officer are to supervise juveniles placed on probation by order of a family court judge and to develop and supervise placement plans for wards graduating from training schools. In the fiscal year 1978-79, there were 5,248 juveniles placed on probation and 980 wards in training schools and group homes.

Over the years, Probation and Aftercare Services has become involved in many preventive and diversionary programs in an attempt to intervene effectively before delinquent behavior is serious enough to warrant formal court action. During the fiscal year 1978-79, programs were implemented in the area of recreation, life skills development, placement coordination, victim-offender reconciliation, community development, remedial education and integrated assessment programs.

A feature of many of these programs is the sharing of resources with other agencies such as police, youth bureaus, children's aid societies, children's mental health programs and boards of education. The sharing of planning and use of special programs furthers the goal of integrating children's services.

During 1978-79, 40 group homes across the province were maintained under contract to the province. With a capacity of 233 beds, these homes offered a variety of community residential programs for both boys and girls. The primary use of these homes has been to divert young people away from long-term institutional care in training schools and assist them in coping with problems in a community setting. However, group homes have also provided other essential services such as initial placements for wards graduating from training school settings. During 1978-79, 325 wards were placed in these homes.

Ward Admissions

Breakdown by age and sex

Age	Boys	Girls	Total
7	—	—	—
8	—	—	—
9	—	—	—
9	—	—	—
10	1	—	1
11	3	—	3
12	12	1	13
13	75	13	88
14	166	39	205
15	360	68	428
16-	33	2	35
Totals	650	123	773

Termination of Wardships

Automatic	Boys	Girls	Total
Reached the age of 18	257	143	400
Committal quashed	3	2	5
Deceased	5	1	6
Total	265	146	411
Approved by the Minister			
Adjustment considered satisfactory	104	48	152
Enlisted in the Armed Forces	2	—	2
Moved out of province	14	3	17
Whereabouts unknown over long period of time	1	—	1
Admitted to treatment centres	—	—	—
Responsibility assumed by another agency	4	—	4
Placed on probation to adult court	245	16	261
Sentenced to adult institution	41	2	43
Other	2	1	3
Total Approvals	413	70	483
Total Overall	678	216	894

Standards and Information Unit

Training Schools

The Standards and Information Unit is primarily a research and evaluation unit. Its work falls into three spheres: developing and monitoring standards of care for children in publicly funded services; researching and evaluating existing and proposed funding for residential and non-residential children's services; and analyzing policy and developing information systems.

Some of the unit's information systems include a tracking system to assist the ministry in monitoring the progress of children in treatment facilities; a residential and non-residential services directory and inventory; a child abuse register; a children's research information system and other ongoing systems such as the day nurseries information system.

The unit began operational reviews of selected programs: several children's aid societies, observation and detention homes, children's and youth institutions and other selected residential care facilities. This unit also administers the observation and detention homes program.

Training schools receive wards — boys and girls — adjudged delinquent by a family court judge. In 1978-79, 767 young people were committed to training school. In April 1978, there were nine training schools in operation in Ontario. The minister has made the following policy statement regarding training schools.

"I have decided that training schools should be used to accommodate only those children who are both a danger to themselves and others...therefore, I will be taking a number of actions to meet an overall objective which is:

"To reduce the training school program to three units of 40 beds each, specializing in secure care. These units would admit only those children who are chronically and habitually a danger to themselves and others.

"In other words, instead of the current ten schools, with 885 beds we shall have three schools with 40 beds each or a total number of 120 places. I expect we can achieve that objective during the financial year 1981-82."

In early 1978, the first steps were taken to implement this policy. Closure of Hillcrest Training School in Guelph was announced. Sprucedale School, Hagersville, was closed and the program was transferred to more modern facilities in Simcoe. Further closures are planned for the coming fiscal year.

Placements from Ministry Group Homes to:

School	Own Home		Foster Home		Boarding Home		Free Home		Employed Home		Special Rates Home		Self-Contained Accom.	
	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls
OUT														
Brookside	4	2	—	—	—	1	—	—	—	—	3	—	1	—
Cecil Facer	31	4	8	3	3	—	2	1	—	—	4	4	—	—
Champlain	1	3	—	—	—	—	—	—	1	—	1	—	—	—
Hillcrest	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Kawartha Lakes	1	1	—	—	—	—	—	—	—	—	2	—	—	—
Reception and Assessment Centre														
Oakville	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Pine Ridge	2	1	—	—	—	—	—	—	—	—	2	—	1	—
St. John's	8	—	—	—	1	—	—	—	—	—	2	—	3	—
Wendigo Lake Project														
D.A.R.E.	6	1	1	—	1	—	—	—	—	—	—	—	1	—
Sprucedale	9	3	3	—	3	—	1	—	—	—	1	—	3	1
White Oaks Village	3	—	—	—	—	—	—	—	—	—	3	—	—	—
Total	65	15	12	3	8	1	3	1	1	—	18	4	9	1
Total Wards (boys and girls)	80		15		9		4		1		22		10	

Note: Administrative transfers do not necessarily constitute a physical transfer of persons.

Movement of Training Schools Wards

School	Transfers of new Admissions		Transfers from other Schools		Returns from Treatment Centres		Returns from Ministry Group Homes		Returns from Placement: P.A.C.O. Decision		Court Order		Re-placement		Medical Attention		Voluntary		Counseling		Court Remand	
	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls
IN																						
Brookside	2	7	14	21	2	—	16	6	9	5	2	—	3	4	—	—	—	—	4	8	1	—
Cecil Facer	2	—	14	1	9	5	78	26	16	12	30	4	2	4	—	1	—	—	—	2	—	—
Champlain	1	—	4	17	2	1	26	12	12	4	4	—	3	1	—	—	—	—	1	1	—	—
Hillcrest	—	—	—	—	—	—	—	—	1	—	—	—	—	—	—	—	—	—	—	—	1	—
Kawartha Lakes	3	4	9	6	4	4	10	5	11	9	1	1	—	2	—	—	—	—	4	6	—	—
Reception and Assessment Centre	10	3	29	6	1	2	2	0	1	—	—	—	—	—	—	—	—	—	—	—	—	—
Oakville	2	—	27	2	19	9	19	13	22	9	2	—	2	4	—	—	—	—	10	12	2	—
Pine Ridge	—	—	26	—	17	—	30	—	48	—	5	—	3	—	3	—	4	—	37	—	1	—
St. John's	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Wendigo Lake Project	42	3	35	2	1	—	14	1	8	—	4	—	—	—	—	—	—	—	—	—	1	—
D.A.R.E.	1	—	48	2	16	10	48	8	18	3	4	1	—	—	—	—	—	—	2	—	1	—
Sprucedale	6	—	1	—	14	—	9	—	8	—	5	—	2	—	—	—	1	—	5	—	1	—
White Oaks Village	69	17	207	57	85	31	252	71	154	42	57	6	15	15	3	1	5	—	63	29	8	—
Total	86	264	116	323	196	63	30	4	5	92	8											
Total Wards (boys and girls)																						

School	New Admissions Transferred to Training Schools		Transfers to other Schools		Transfers to Treatment Centres		Transfers to Ministry Group Homes		Placements from Training School to: Own Home		Foster Home		Boarding Home		Free Home		Employed Home		Special Rates Home		Self-Con-tained Ac-comm.	
	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls
OUT																						
Brookside	2	1	12	22	4	—	17	8	50	17	10	1	5	—	—	1	—	—	9	8	1	—
Cecil Facer	15	—	17	4	10	8	90	24	65	18	13	10	4	2	1	2	—	—	25	7	1	—
Champlain	6	6	7	21	2	2	34	12	26	1	7	2	1	—	—	—	—	—	9	6	1	1
Hillcrest	—	—	67	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Kawartha Lakes	5	2	9	2	4	4	4	7	3	32	20	5	1	—	4	2	—	1	13	9	—	6

Reception and Assessment Centre	1	1	8	1	2	4	6	6	8	2	—	—	2	—	—	—	6	2	—
Oakville	7	3	9	2	19	7	16	18	35	9	1	1	6	1	1	—	—	31	18
Pine Ridge	3	—	16	—	17	—	27	—	94	—	2	—	7	—	1	—	—	28	—
St. John's																			
Wendigo Lake Project	1	—	28	—	1	—	9	—	41	2	9	—	2	—	—	—	—	10	2
D.A.R.E.	29	4	18	5	17	8	41	4	86	2	7	—	5	—	1	—	—	14	—
Sprucedale	—	—	16	—	5	—	3	—	7	—	2	—	—	—	—	—	—	7	—
White Oaks Village	69	17	207	57	81	33	250	75	444	71	56	15	30	9	6	3	1	—	152
Total																			
Total Wards (boys and girls)	86	264	114	325	515	71	39	9	1	204	15								

Summary of Location of Wards

School	On School Roll April 1, 1978				In Ministry Group Home Community				On Placement in Home Community				On School Roll March 31, 1979				In Ministry Group Home Community				On Placement in Home Community				New Admissions				Terminations				Average length of stay in Training School*	
	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls				
Brookside	60	23	7	2	71	34	138	59	51	25	10	6	99	29	160	60	66	22	54	32	5.69	4.85												
Cecil Facer	68	32	33	7	207	92	308	131	57	23	43	9	205	91	303	123	140	26	128	43	4.35	2.88												
Champlain	53	10	7	3	90	15	150	28	48	1	13	2	64	8	150	11	47	8	65	11	5.81	5.50												
Hillcrest	23	—	6	—	60	—	88	—	—	—	—	—	—	—	—	—	—	—	26	—	—	—												
Kawartha Lakes	31	35	5	3	19	86	55	124	32	28	1	1	50	56	83	85	46	23	18	68	4.10	5.29												
Reception and Assessment Centre	16	7	16	7	36	41	68	55	35	16	2	4	8	6	45	26	10	13	21	20	9.53	5.80												
Pine Ridge	54	20	8	2	84	25	146	47	66	12	6	6	78	29	150	47	66	25	74	21	4.52	4.97												
St. John's	91	—	18	—	172	—	281	—	103	—	10	—	167	—	281	—	121	—	129	—	4.81	—												
Wendigo Lake Project	22	1	8	2	84	8	114	11	20	1	4	1	83	9	107	11	—	—	52	5	4.37	6.82												
D.A.R.E.	67	2	12	6	86	14	165	22	92	2	19	4	140	14	220	20	154	6	98	16	5.67	—												
Sprucedale	28	—	8	—	49	—	85	—	21	—	2	—	41	—	72	—	—	—	13	—	—	—												
White Oaks Village	513	130	128	32	958	315	1598	477	525	108	110	33	935	242	1570	383	650	123	678	216														
Total																																		
Total Wards (boys and girls)	643	160	1273	2075	633	142	1177	1953	773	894																								

* Admission to graduation for admission during the fiscal year (in months).

Training Schools Advisory Board

Child Welfare Review Committees

The board advises the minister on the current state of training schools and the welfare of wards. The plans made for each ward's return to the community are evaluated by the board and an appropriate recommendation is then made to the minister.

Members

Barry Lowes, MA, Chairman
Joan Richies, MSW
Ron Jones, M.Ed., LLD
Margaret Kirkpatrick, MSW

Child Welfare Review Committees are appointed to hear matters relating to the approval of estimates of expenditures submitted by children's aid societies to the municipalities (or District Child Welfare Budget Board) and to the minister.

A chairman is appointed by the minister, one member is appointed by the Association of Children's Aid Societies, and one member is appointed by the municipal council or the district child welfare budget board.

The Day Nurseries Board of Review

This board is set up to hear appeals from operators of children's boarding homes or day nurseries who have applied to the ministry for a license and been refused, who have had licenses revoked or whose licenses have not been renewed.

Donald F. Bellamy — Chairman
Mary Lou Curtis
Edna Beange
Guildford W. Deverell
Helen Wood

Children's Mental Health, Licensing Board of Review

This board hears appeals from the operator of a licensed children's mental health centre who is dissatisfied with the terms and conditions of the license, and from operators who have had a license refused or revoked.

Beechgrove Regional Children's Centre (Kingston), Board of Governors

These members are appointed by the Lieutenant Governor in Council to maintain and operate this facility under *The Children's Mental Hospitals Act*.

Beechgrove Board of Governors

Mrs. Evelyn Naldrett
(Chairperson)
Dr. David Alexander
Mr. William Swan
Dr. John Waldron
Mr. Martin Spearn
Mr. Godfrey Barr
Mr. Ken Pedlar
Mr. Edward Wilson

Training Schools Advisory Board

School	Placements Recommended and Approved		Placements Deferred		Placements Previously Deferred and now Approved		Terminations of Wardship Approved		Terminations of Wardship Deferred		Special Reports Requested and Received	
	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls
Brookside	122	65	—	—	—	2	36	16	1	—	12	2
Cecil Facer	270	144	—	—	3	3	83	19	4	2	15	6
Champlain	109	20	—	—	2	—	39	2	2	2	4	—
Hillcrest	15	—	—	—	—	—	16	—	1	—	6	—
Kawartha Lakes	66	138	—	1	1	—	15	18	1	4	5	6
Reception and Assessment Centre												
Oakville	26	22	—	—	—	3	9	7	—	—	2	1
Pine Ridge	125	59	—	—	1	1	32	3	2	1	7	1
St. John's	200	—	—	—	3	—	69	—	2	—	15	—
Wendigo Lake Project												
D.A.R.E.	87	8	1	—	—	—	40	1	4	1	8	—
Sprucedale	175	32	5	—	9	—	64	4	5	—	10	1
White Oaks Village	40	—	—	—	1	—	10	—	—	—	3	—
Total	1235	488	6	1	20	9	413	70	22	10	87	17

Mental Retardation Facility Services Division

Facility Consulting Branch

The Mental Retardation Facility Services Division delivers programs and services to the developmentally handicapped and their families through 17 government-operated facilities, ten community/board operated facilities and four diagnostic and assessment centres.

This division provides a comprehensive range of treatment and training programs and services in facilities for persons with developmental disabilities. It supports and promotes the development of community programs and accommodation alternatives to encourage integration of the developmentally handicapped into society.

Assessment and diagnostic services to the community at large are also offered in addition to crisis intervention, parent relief, residential care, nursing and medical care, and treatment programs as required. In addition, the division operates behavior modification programs and other highly specialized services. It also offers programs of instruction for parents and staff in the care and training of the mentally retarded. As well, the division conducts and supports highly specialized programs of research and education into the causes, prevention and treatment of mental retardation, intended to reduce its severity and incidence. It offers workshops providing varying degrees of skills training in a number of Schedule I* and Schedule II** facilities.

The division provides recreational and social activities as well as a full range of consulting and advisory services to support the daily operations and management of facilities for the mentally retarded.

During the fiscal year the division continued to reduce the resident population in Schedule I facilities, as alternative community accommodation and support services were developed. There was a net reduction in Schedule I facilities of 303 residents; an additional 342 adults and ten children were placed in alternative community accommodation.

Some of the major division accomplishments during 1978-79 include the following:

■ In conjunction with the Ministry of Health, a highly specialized unit for acutely disturbed, mentally retarded persons was established at Brockville Psychiatric Hospital. To enable a full review of possible residents for the new unit, the division established an assessment team with representation from the Ministries of Health and Community and Social Services, as well as the Ontario Association for the Mentally Retarded.

■ The initial phase of the Cornwall Developmental Services Program resulted in the establishment of 70 community places for Schedule I facility residents, 50 for adults and 20 for children. In addition, accommodation standards and guidelines for developmentally handicapped persons residing in such residences were developed.

■ Highly specialized treatment and training units for deaf, blind and multi-sensory handicapped mentally retarded individuals in Schedule I facilities were also established.

■ The peer review process was expanded to include a number of support service departments as well as, for the first time, Schedule II facilities.

■ A 32-bed bilingual unit for francophone residents was established at Rideau Regional Centre, Smiths Falls.

■ Long-range master plans for the four largest Schedule I facilities at Cedar Springs, Orillia, Smiths Falls and Woodstock were developed.

■ Guidelines for the investigation of both resident abuse and suspected resident abuse in facilities for the mentally retarded were published and circulated.

■ Approval was granted to Queen's University to conduct, in conjunction with Ongwanada Hospital, Kingston, a mental retardation prevention program for the Kingston area.

■ Standards for the use of behavior modification and related behavioral procedures in facilities for the mentally retarded were published.

■ The data base of the resident statistical system was expanded.

The overall goals and objectives of the division in the coming year will focus on the further preparation of Schedule I and II residents for community placement. In addition, the division is continuing its efforts to ensure, whenever and wherever possible, that facilities reflect a home-like environment including individualized living arrangements for those residents who will continue to live in provincially operated facilities for some time to come.

In summary, during 1978-79 the Mental Retardation Facility Services Division and the Consulting Services Branch were responsible for the funding of 17 Schedule I facilities and ten Schedule II facilities, which provide care, treatment and training for approximately 7,000 developmentally handicapped persons; they also supervised approximately 200 residents in approved homes under the jurisdiction of Schedule I facilities and four diagnostic and assessment centres. The statistical data which follows indicates the significant dimensions of this program.

The Facility Consulting Branch has funding responsibility for ten community/board operated facilities which provide care, treatment and training for approximately 1,100 developmentally handicapped individuals, as well as diagnostic and assessment centres located at Hamilton, Ottawa, Sudbury and Windsor. This branch is also responsible for coordinating and directing the activities of professional and service consultants. Such activities are directed at improving the overall efficiency and effectiveness of community/board operated facilities and government operated facilities.

During the fiscal year under review, the branch was also involved in initiating a number of construction and renovation projects in Schedule II facilities aimed at providing, where possible, a home-like environment.

*Schedule I facilities are owned and operated by the ministry.

**Schedule II facilities are funded by the ministry and operated by local community boards.

Movement of Population

Schedule I Facilities for the Mentally Retarded, 1977-78 and 1978-79 Fiscal Years

Facility	Admissions		Discharges		Population in residence at end of March		Population on books at end of March	
	1977-78	1978-79	1977-78	1978-79	1978	1979	1978	1979
Aurora, Pine Ridge	5	10	24	13	113	121	148	150
Brockville, St. Lawrence Regional Centre	27	33	40	46	96	96	100	157
Cedar Springs, Southwestern Regional Centre	74	53	97	71	744	696	783	723
Cobourg, D'Arcy Place	107	138	124	149	142	133	162	154
Edgar, Adult Occupational Centre	94	93	112	117	237	246	278	266
Goderich, Bluewater Centre	8	15	10	25	100	106	100	109
Gravenhurst, Muskoka Centre	7	13	13	19	227	237	256	259
London, CPRI	390	382	383	357	124	133	133	141
Orillia, Huronia Regional Centre	75	48	115	112	1,165	1,096	1,231	1,137
Palmerston, Midwestern Regional Centre	54	47	51	54	214	205	224	216
Picton, Prince Edward Heights	29	45	48	57	401	403	428	427
St. Thomas, St. Thomas Adult Rehabilitation Centre	20	27	34	54	171	152	175	155
Smiths Falls, Rideau Regional Centre	59	79	70	101	1,234	1,100	1,314	1,160
Thunder Bay, Northwestern Regional Centre	33	23	39	31	162	161	178	173
Toronto, Surrey Place Centre	299	294	301	291	8	8	8	11
Whitby, Durham Centre for the Developmentally Handicapped	22	16	28	33	145	128	147	129
Woodstock, Oxford Regional Centre	54	60	75	74	670	677	705	700
Total	1,357	1,376	1,564	1,604	5,953**	5,698*	6,370	6,067

* Does not include 100 residents on leave of absence, 196 residents in approved homes and 73 residents in facility-operated community residences on March 31, 1979.

** Does not include 202 residents on leave of absence and 215 residents in approved homes on March 31, 1978.

Movement of Population

Schedule II Facilities for the Mentally Retarded, 1977-78 and 1978-79

Facility	Admissions		Discharges		Population on Books at end of March,	
	1977-78	1978-9	1977-78	1978-9	1978	1979
Ajax, Christopher Robin Home for Children	22	28	12	14	52	51
Brantford, Brantwood	17	16	15	14	90	89
Hamilton, Rygiel Home	45	69	42	55	89	93
Kingston, Penrose and Hopkins Divisions Ongwanada Hospital	129	108	126	98	241	245
Kitchener, Sunbeam Home	79	111	72	108	127	127
Oakville, Oaklands Regional Centre	100	92	80	92	154	154
Plainfield, Plainfield Children's Home	11	9	2	3	74	70
South Porcupine, Cochrane- Temiskaming Resource Centre	57	50	47	57	60	79
Thunder Bay, M.R. Unit Walter P. Hogarth Memorial Hospital	15	9	12	6	105	104
Vineland, Bethesda Home	4	7	7	14	115	112
Total	479	499	415	461	1,107	1,124

Finance and Administration Division

During 1978-79 several organizational changes were made within the division in line with the overall reorganization and decentralization process taking place throughout the ministry.

In May 1978, an assistant deputy minister was appointed to be responsible for overall financial planning and control; provision of information to the strategic, operational and program planning activities of the ministry; development and administration of financial management and information systems; introduction and implementation of new and improved management processes; and personnel and other administrative services. Subsequently the following actions have been taken to ensure that these responsibilities are met.

The Systems Management and Coordination Branch was developed to provide a strengthened capability to new management systems and technology.

A new position, Senior Advisor/Federal-Provincial Cost Sharing, was established to deal with issues relating to cost-sharing between Ontario and the federal government.

Responsibility for the Financial Planning and Program Analysis Branch was transferred from the Strategic Planning and Policy Secretariat to the Finance and Administration Division, and the Management and Financial Services Branch was replaced by the Financial Advisory Services Section.

Corporate financial activities were consolidated under the Executive Director of Finance. Reporting to her are the Accounts Branch, Capital and Administrative Services Branch, Financial Planning and Program Analysis Branch, and the Financial Advisory Services Section.

The Training and Staff Development Branch became a section of the new Planning and Management Improvement Branch whose overall objective is to improve management processes across the ministry. These include new processes and systems related to human resource management, and planning and evaluation.

At the end of the fiscal year, a Coordinator of Customer Service was appointed to coordinate a ministry-wide project to improve both services to the public and the regulatory process.

Financial Planning and Program Analysis Branch

The Financial Planning and Program Analysis Branch continued to provide senior management with a staff support capacity by developing financial planning, controlling and reporting processes within a result-oriented management framework; coordinating the preparation of the annual estimates; monitoring and reviewing of ministry expenditures; analysing financial implications of programs and proposals; and acting as the focal point in the ministry's relationships with Management Board of Cabinet.

Federal-Provincial Cost Sharing

The Canada Assistance Plan and related cost-sharing arrangements (notably the Young Offenders Agreement and the Vocational Rehabilitation of Disabled Persons Agreement) have a significant influence on the planning of ministry programs. Under these agreements, maximization of revenues is achieved through the provision of advice concerning program design, delivery arrangements, and the setting up of information gathering systems that support claims. Additional effort is expended in the maintenance of schedules to the agreements and in the negotiation of cost-sharing when program changes take place.

Personnel Services Branch

This branch is concerned with the provision of effective personnel management to support line programs and ministry employees. A major ministry reorganization required significant investment of this branch's resources so that the ministry's needs during the change could be met. Internal changes in Personnel Services' own role and operation were also put into effect.

Personnel Management – Regional Operations Section

In keeping with the ministry's new structure this section reorganized, reducing six operational units to four regional and one headquarters unit. These units are designed to deliver personnel management programs to the new regions and divisions.

While assisting with reorganization, this section maintained employment, classification, employee relations, benefits administration and counseling advisory services to more than 11,500 employees.

Orientation and training commitments continued, with special emphasis on the new manpower management and control policy. In the coming year we anticipate continued support for this policy with emphasis on changes designed to increase management participation and responsibility. Regional personnel will also devote increased time to the introduction and administration of new policies and procedures, closures, divestment, surplus staff placement, health and safety.

By the end of the 1978-79 fiscal year, the children's services personnel section, created to provide service to the new division in 1977, was merged into the regional operations.

IPPEB – Operations Section

The integrated personnel payroll and employee benefits (IPPEB) operations section is responsible for processing all personnel and payroll data in the computerized IPPEB system. The section is divided into two units, the employee information and organization unit and the payroll administration unit.

In the coming year, more emphasis will be placed on records, documentation and information systems that provide localized support to ministry managers and employees.

Staffing Policy Section

This section continued its responsibility as the central focus for the ministry's policies and practices related to the staffing process. Its activities included providing interpretation and guidance in staffing matters, analyzing and preparing ministry reaction to central agency proposals, participating in joint committees to improve the staffing process within the service, and coordinating surplus staff placement.

During the year, a special employment project coordinator position was established, effecting a centralized coordination of such staffing programs as Experience '79, OCAP (Ontario Career Action Program), cooperative student placement, and regular summer employment.

Personnel management requirements for the establishment of Beechgrove Regional Children's Centre, Kingston, were completed and planning started for the establishment of Humber Bay Child and Adolescent Unit, Toronto. Plans were also developed for employees who would be affected by the closure of Kawartha Lakes and Pine Ridge Training Schools.

Compensation and Performance Standards Section

This section provides a central focus for the responsibilities associated with compensation (classification and salary administration) and performance review of personnel services.

About half the section's resources were devoted to coordinating the organization, evaluation and classification processes associated with ministry reorganization. From October 1978 to the end of March 1979, more than 200 job changes occurred, which affected a significantly larger number of employees. In addition, this section continued to respond to requests for assistance in organizational reviews, classification grievance audits, and classification decisions in management areas.

In the coming year, with central agency support, we anticipate developments in identified job evaluation problems in certain social service and direct care categories.

Employee Relations Section

This section is the central focus for the ministry's policies and practices in employee relations, including effective resolution of grievances, arbitration, negotiations between the ministry and the union, and the interpretation of collective agreements.

Disciplinary matters and grievances accounted for most of the section's time, with an increase of 49 percent in final stage grievances. A total of 88 such grievances were received in this fiscal year, with the majority grieving a violation of the collective agreement. None of these cases were heard by the Arbitration Board, but eight of nine cases from the previous year were arbitrated in favor of the ministry. New policies to improve activity associated with discipline and grievance procedures were developed, along with management orientation and training plans. This section also participated in the development of procedures for more effective investigation of alleged abuse and for an improved environment within facilities.

In the coming year this section will continue to improve disciplinary/grievance policies and procedures, to participate in activities related to health and safety, and to refine information processes and other activities for improved employer-employee relations.

Summary

These specialist sections, located at headquarters, will undergo considerable change in the coming year. A primary focus will be on the provision and amendment of personnel management policy and procedures for more effective regional operation by both personnel and line staff. In addition, we anticipate an involvement program directed to facility and institutional work environments.

Planning and Management Improvement Branch

The Planning and Management Improvement Branch was established in the fall of 1978 in order to develop and implement systems and processes which would facilitate better program and human resource management in the ministry.

The branch was created by bringing together the Staff Training and Development Branch and the Affirmative Action Section. The former organization was involved with the training and development function, the latter with the affirmative action program. Additional human and financial resources were allocated to the branch in order that it might provide leadership to the ministry in the development and implementation of policies and processes in manpower planning, performance appraisal, management training and development and program evaluation, as well as maintaining and improving upon existing policies and processes in staff training and development and affirmative action. The branch is divided into three main sections: affirmative action; human resource planning and evaluation systems; and program planning and evaluation systems.

Affirmative Action Unit

The ministry is committed to Management Board of Cabinet's directive to ensure the continued implementation of the government's Affirmative Action Program.

Eighty affirmative action representatives throughout the province assist the coordinator and her staff in maintaining links with management personnel, distributing literature, and providing employees with general information on the program.

The unit itself is involved in counselling female employees, conducting career development workshops and seminars, monitoring ministry staffing actions, and publicizing the program. Recent initiatives include: the beginning of work on a human resource planning and evaluation process for women with career objectives leading to management; the development of specific training and development policies aimed at supporting affirmative action initiatives; improvements in publicizing the program; the establishment of greater management accountability and an enlarged plan of review for personnel staffing and classifications standards.

Human Resource Planning and Evaluation Systems Unit

Because the ministry is committed to the optimum development of human resources, this unit is involved with the provision of advice and guidance to ministry management, the identification (in conjunction with ministry management) of particular human resource planning and evaluation needs, the design and introduction of specific performance appraisal processes, the delivery of specific training programs, and the review and analysis of annual training plans.

Program Planning and Evaluation Systems Unit

Because the ministry is committed to a continuing policy of programs development, this unit is involved with the design and development (in conjunction with ministry management) of a process of work planning which integrates priorities setting, budget preparation, and program planning.

Systems Management and Coordination Branch

This branch, in conjunction with the ministry divisions, provides for the effective and efficient utilization of data processing personnel and equipment resources in the achievement of ministry goals and objectives. The services provided include feasibility studies; the design, development, and implementation of new systems; and the maintenance and enhancement of operational systems. A major activity during 1978-79 was the welding together of five municipalities into a common general welfare assistance system. This system, developed jointly by the ministry and municipalities, provides central processing of assistance claims. The new residential services directory system, an inventory of all residential resources available to Ontario children with special needs will assist with placing children in the most appropriate setting. A task force report on a comprehensive financial management and reporting system for the ministry provided timely financial and management information to enhance control and facilitate effective decision-making. A task force report was prepared for Children's Services Division on 'client character data' which will be used in future research and planning for children with special needs. Support was continued for operational systems such as Day Nurseries Information System, Resident Statistical System, and Family Benefits.

Accounts Branch

The Accounts Branch continued to provide financial information and accounting services for the ministry by processing all requests for treasury payments; recording all financial data for public accounts purposes; delivering salary cheques and performing salary verification; and preparing claims to ensure that maximum revenue is obtained from Ottawa as quickly as possible, as most ministry expenditures are shared with the federal government.

Capital and Administrative Services Branch

The Capital and Administrative Services Branch provides administrative support services to meet the operational requirements of the ministry and provides technical support in all aspects of capital expenditure.

The components of the branch include accommodation, purchasing, records services, general services, capital projects and library services. Over the past year, the branch approved accommodation projects involving major and minor capital, alterations and new lease projects. Accommodation was obtained for the ministry's four regional offices with permanent accommodation to be available next year in keeping with the ministry's restructuring and decentralization of services. A review of capital funding legislation was completed as a first step towards standardizing procedures throughout all programs. A computerized system of inventory control was introduced with the vehicle fleet control system being implemented and procedures completed for the control of movable assets. Significant cost reductions were achieved in records management and purchasing. Improved reference and technical services and expansion of library holdings were provided to meet the requirements of ministry reorganization.

Financial Advisory Services Section

This section was created during 1978/79 from the former Management and Financial Services Branch to provide financial and business management advice to ministry management. Advisory services over the past year have included ongoing involvement in the implementation of financial policies and procedures in the field of federal/provincial cost-sharing; changing the fiscal year-end for agencies to coincide with that of the government; developing and introducing a standard budgeting format for programs delivered by the various associations for the mentally retarded in Ontario; and assisting in the planned ministry decentralization process to ensure the development of a comprehensive ministry-wide approach to financial administration.

Communications Branch

The overall mandate of the Communications Branch is to provide information and assistance to the public and the media regarding ministry programs and services.

In order to increase the effectiveness of the branch in meeting this responsibility in an ever changing ministry, the Communications Branch reorganized in April 1978. Four sections, each headed by a manager, were established: News Services; Planning and Internal Communications; Publications and Design; and Administration.

News Services

During the year, some 18,000 telephone and 2,300 written requests, plus approximately 500 in-person contacts were processed. Close liaison and information exchange was maintained with all ministry branches and related governmental and outside agencies. In over 20 percent of the contacts, further follow-up and additional phone calls were necessary to provide the requested information or to complete the customer requirement.

Continuing contact and cooperation was maintained with the press, radio and television through news releases, statements, direct discussion, analysis of results, clipping, distributions and other related communications functions. In addition, approximately 1,500 telephone contacts were handled. Research data, draft speeches and statements were provided as required. A continuing increase in social issues was shown by the media.

Planning and Internal Communications

A major television campaign on the prevention of mental retardation was developed, produced and aired for three months throughout the province between January and March. Prior to the campaign a market research survey of 500 women between the ages of 18-45 was conducted to determine their awareness of the fact that many forms of mental retardation can be prevented. The results of the survey, as well as the impact of the commercials, will be released in the summer of 1979.

At the request of the Family and Children's Services Association, Sault Ste Marie, the section investigated the possibility of developing public information materials which may aid in the prevention of family breakdown. The information has been turned over to Adult Services Division and may be the basis of a research project in 1980.

Project planning on deinstitutionalization and community living will be the basis of a public education proposal on Group Homes in 1979-80.

A committee of audio/visual experts within the ministry was established to develop standards and guidelines for the production and distribution of audio/visual materials.

As a complement to the internal publication *Dialogue*, a series of three video and audio taped interviews with ministry senior staff was produced. These tapes were distributed and circulated to all ministry facilities and shown to staff.

Publications and Design

New titles produced during 1978-79 include *Handicapped Children's Benefits* and the OACAS publication *When Children and their Families Need Help*. A number of pamphlets and brochures were revised and reprinted. The very popular positive parenting series of nine pamphlets went into its third printing after more than 200,000 had been distributed throughout the province.

A major project, the creation and production of a ministry style guide, was completed during the fiscal year.

Two new internal communications items were introduced in 1978-79. The first, *Update*, was established early in the year as a bulletin from senior management to ministry personnel, regarding reorganization. *Update* was issued three times during the year. The second, *Dialogue*, was first produced in December 1978. It is a ministry staff newsletter and will continue to be produced every second month during 1979-80. Consultation and design services to the Children's Services Division for production of their newsletter continued.

This section is also responsible for ensuring ministry-wide adherence to the Ontario government Visual Identity Program (VIP). During the course of the year the VIP coordinator provided consultation for over 150 policy questions. Approximately 50 ministry signs for facilities, field offices, and branches were designed to meet specified standards.

This section was also involved in the production of a number of papers, reports and pamphlets for programs, facilities and field offices.

Administration

The section was formed to coordinate branch estimates, expenditures and MBR reports; to provide consultation on administrative and personnel policy and procedures; and to ensure efficient clerical support services for the prompt delivery of information vehicles of other sections of the branch.

The cost-effectiveness of the word processing installation proved itself in the first year of operation and its capacity was expanded to meet growing needs.

Audit Services Branch

This branch, which reports directly to the deputy minister, is a central support function responsible for the independent review of the financial and administrative control aspects of ministry operations. It also reviews the adequacy and reliability of financial data and reports used by management for payment and other decision-making purposes.

Although branch administration is centralized, much of the work of the audit staff is decentralized. Operational and financial audits were conducted in ministry establishments throughout the province. Staff also visited local charitable corporations, private societies and municipalities involved in ministry programs, to review their claims for grants and subsidies.

In addition to regular audit assignments, the branch has participated in orientation seminars and arranged for recent appointees in the ministry's new decentralized organization. Research is currently being conducted to delineate the internal audit responsibility for computer audit in a government ministry.

Strategic Planning and Policy Secretariat

The Strategic Planning and Policy Secretariat, which reports directly to the deputy minister, provides analytical support services to the ministry. The secretariat is divided into two areas, policy and research.

In its policy role, the secretariat is responsible for long-range planning, and the development and coordination of policy alternatives. It is also responsible for policy relations with the federal government, other ministries and the various central agencies of the government such as the Cabinet Committee on Social Development.

As a research unit, the secretariat funds and evaluates demonstration projects, funds research studies and provides evaluation, research and statistical services to the ministry.

Honor Roll of Service

Employees Attaining 25 Years Service in 1978-79

K. D. Angell
Oxford Regional Centre

G. H. Barr
Rideau Regional Centre

G. R. Belcher
Huron Regional Centre

A. W. Caldecott
Oxford Regional Centre

W. J. Caldwell
Pine Ridge School

J. M. Cameron
Rideau Regional Centre

K. A. Cooper
Huron Regional Centre

V. Crane
Huron Regional Centre

J. A. Crawford
Oxford Regional Centre

D. G. Crooks
Huron Regional Centre

J. W. Dack
Huron Regional Centre

D. M. Dafoe
Oxford Regional Centre

L. Dagenais
Probation & Aftercare

G. E. Dobson
Huron Regional Centre

A. G. Downie
Kawartha Lakes School

D. L. Eaton
Capital & Admin. Services

J. W. Farquhar
Oxford Regional Centre

D. A. Gilbert
Oxford Regional Centre

T. J. Grynol
Probation & Aftercare

S. Gyimesi
Oxford Regional Centre

H. E. Heckler
Southwestern Regional
Centre

R. Hughes
Rideau Regional Centre

G. E. Hynes
D'Arcy Place

A. Jikeli
Prince Edward Heights

E. A. Johnstone
Huron Regional Centre

D. E. Jordan
Rideau Regional Centre

J. E. Kelford
Rideau Regional Centre

J. D. Kelford
Rideau Regional Centre

A. J. Kerr
Rideau Regional Centre

J. Kostis
Oxford Regional Centre

R. H. Lascelle
Rideau Regional Centre

A. E. Lindsay
Oxford Regional Centre

H. N. Lyttle
Rideau Regional Centre

H. R. Maier
Pine Ridge

M. C. McKenzie
Oxford Regional Centre

N. E. Morrow
Rideau Regional Centre

W. J. Morrow
Rideau Regional Centre

I. Murphy
Rideau Regional Centre

M. I. Ogilvie
Rideau Regional Centre

E. A. Olson
Oxford Regional Centre

J. W. Paulley
Huron Regional Centre

M. A. Perry
Huron Regional Centre

J. L. Rutherford
Oxford Regional Centre

L. G. Sears
Huron Regional Centre

B. Shilleto
Oxford Regional Centre

W. C. Staples
Rideau Regional Centre

C. E. Stewart
Huron Regional Centre

L. L. St. Jean
Rideau Regional Centre

E. Tizzard
Oxford Regional Centre

R. Trimble
Huron Regional Centre

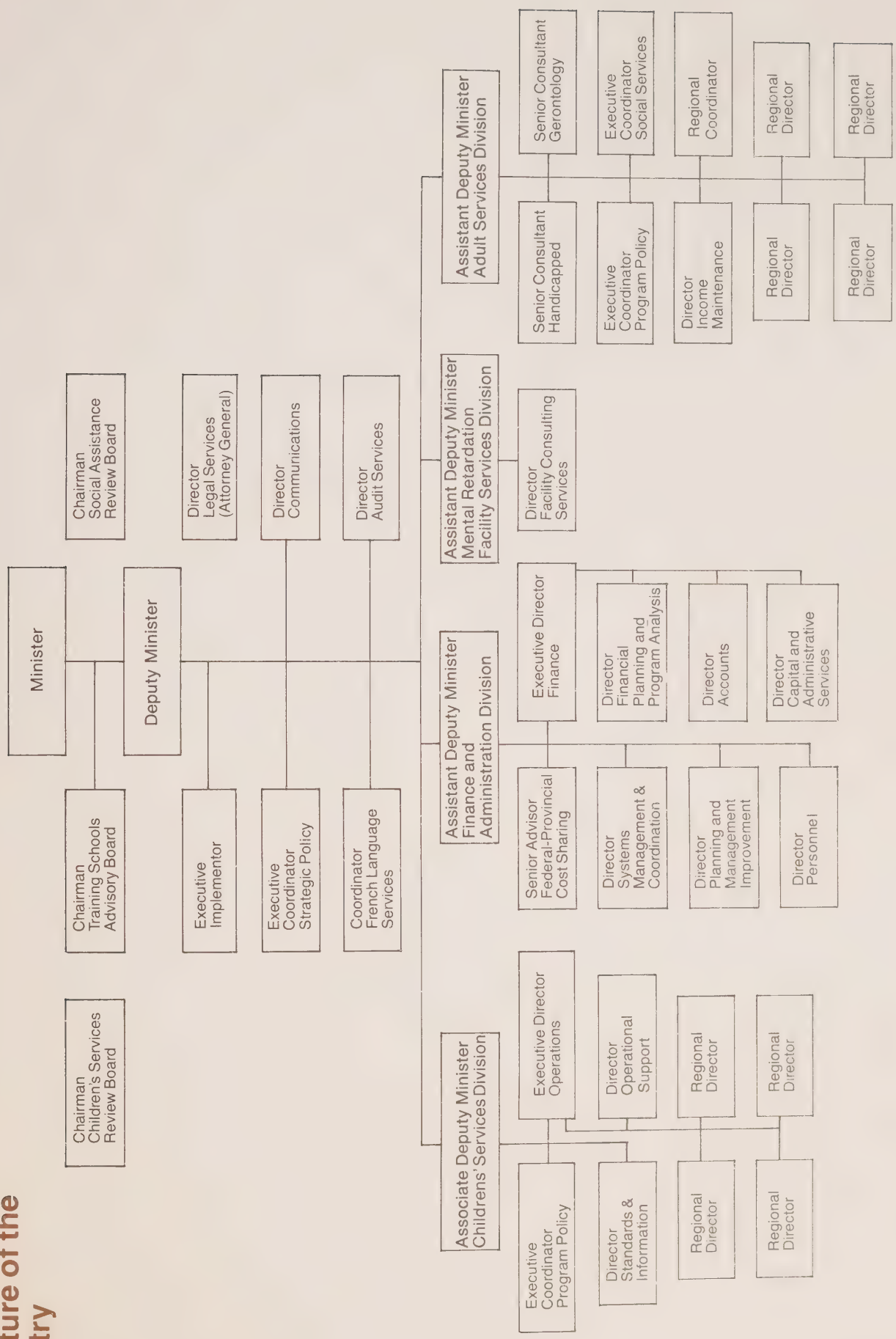
L. L. Wilkie
Huron Regional Centre

B. L. Wood
Huron Regional Centre

G. S. Young
Observation and Detention
Home - York

B. Zagorski
St. Thomas Adult
Rehabilitation and Training
Centre

Organizational Structure of the Ministry



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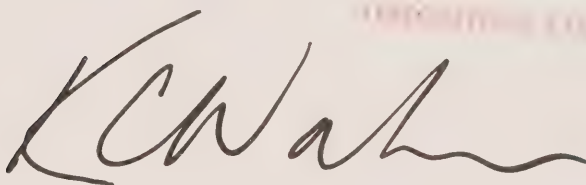
Report of the
Ministry of
Community and
Social Services

49th Annual Report
for the Fiscal Year
Ending March 31, 1980

**To His Honor
The Lieutenant Governor
in Council**

May it please Your Honor:
The undersigned has the honor
to present the 49th Annual Report
of the Ministry of Community and
Social Services for the fiscal year
ending March 31, 1980.

Respectfully submitted.

A handwritten signature in dark ink, appearing to read 'K C Norton', with a stylized flourish at the end.

Hon. Keith C. Norton,
Minister
September 30, 1980

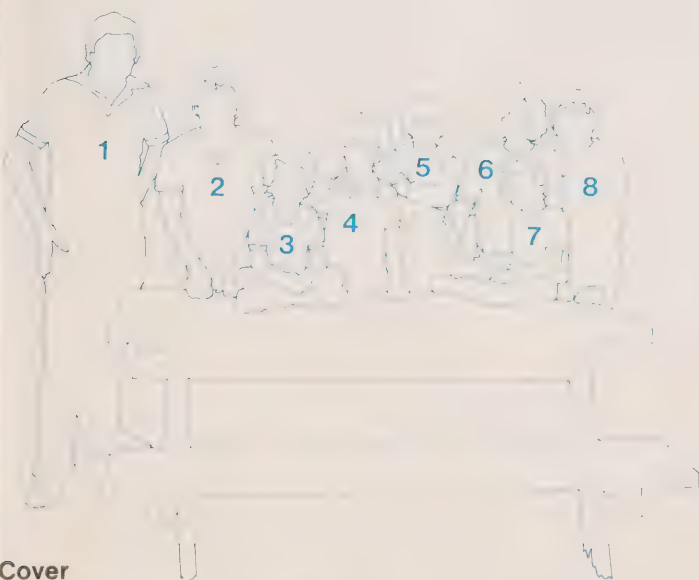
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		The Unified Family Court Act (part)
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Cover
The Grove family of Mississauga, Ontario
(1) Bill; (2) Terry, 18; (3) Peter, 7; (4) Joe, 10;
(5) Meg, 9; (6) Ellen, 12; (7) Kathy, 6; (8) Judy.
Four of the Groves' six children were adopted. All four were adopted through *Today's Child*, the syndicated newspaper column produced by the ministry's adoption unit. The Groves are now awaiting the arrival of a new family member. That adoption is still in the works.

Deputy Minister's Report

During the fiscal year ending March 31, 1980, the ministry made significant progress in its reorganizational implementation, while at the same time introducing a number of innovative measures and program initiatives to assist various clients.

The year also featured an emphasis on customer service and a continuing commitment to the consultation process.

In terms of our reorganization, the decision to decentralize operations and delegate more authority to the field level reached a second stage of evolution early in the 1979-80 year.

In April, the four regional offices of the ministry were officially opened in Sault Ste Marie, London, Kingston and Toronto, with the regional directors of the Adult Services Division and the Children's Services Division co-located in each city.

At the same time, 12 area offices were officially opened throughout the province.

The new regional structure was designed with three principal objectives in mind: shorter waiting time for applicants requiring assistance; quicker responses to requests for services; and better understanding of and sensitivity to local needs.

Eventually, as a result of the new structure, the responsibility for the operational management and delivery of all ministry programs will be that of the regional and area offices.

The regional function is to include planning and coordination, budgeting, allocation of funds, and the development of budgets on the basis of regional needs and priorities.

Area offices will have the responsibility of administration and service delivery and will be the main focus of ministry contacts with clients, municipalities, funded agencies and voluntary associations.

During 1979-80, a number of new measures were introduced to assist clients who wish to become more self-sufficient.

In September, the Minister unveiled a work incentive program to assist social assistance recipients who wanted to become independent but who were discouraged from doing so due to the triple barriers of low wages, few fringe benefits, and jobs which were less secure than welfare. As a result of these impediments to work, many recipients had previously become discouraged and remained on social assistance, often out of necessity.

The work incentive program includes a cash benefit and other fringe benefits for up to two years for recipients who leave the social assistance programs for a return to full-time employment.

Allowances are given to those who would otherwise be penalized financially for finding permanent employment, and the allowances are payable to a certain level of income.

At the time of introduction of the incentive program for full-time work, the Minister also introduced an improved set of part-time incentives.

In terms of social assistance payments themselves, an average 10 percent increase was granted to recipients of both the Family Benefits and General Welfare Assistance programs during the fiscal year. This increase affected 171,000 individuals and their families and was granted to all FBA-GWA recipients except single employable persons on General Welfare Assistance, whose allowances remained at the previous level.

There were a number of initiatives during the year to enhance and to expand programs provided for the developmentally handicapped.

In March, the ministries of Community and Social Services, Health, and Education announced jointly that the three ministries would be undertaking an assessment and training program for almost 3,000 mentally retarded persons in the province's nursing homes and homes for special care.

The program provides for an assessment of each resident's needs, followed by the development of a specialized training plan for each. The program would include such areas as formal education, social and recreational activities, life skills, and occupational training.

In terms of community alternatives to institutionalization, the ministry provided funding in 1979-80 that allowed for the creation of 352 community spaces for mentally retarded children and adults. In addition, 400 workshop spaces for developmentally handicapped adults were created and funding was provided for a total of 40 children's support services projects such as infant stimulation and parent relief.

As well, the Minister announced in March that an agreement had been reached with Extendicare Ltd. of Toronto to provide two group homes in Metropolitan Toronto for severely and profoundly retarded adults and children.

In February 1980, the ministry continued its commitment to consultation by coordinating a survey in 13 cities aimed at ascertaining from physically handicapped adults what they consider to be the support service needs that would assist them to live in the community.

It was anticipated that this survey would help the ministry in planning and providing the appropriate levels of services for the physically disabled.

In terms of services to senior citizens, an announcement was made in August 1979 that an additional \$2,000,000 a year was being provided for more community support services for the elderly.

In making the announcement, the Minister stated: 'This additional funding will create more services for older people who want to remain in their own communities.'

It is fitting that 1979, officially designated as International Year of the Child, also saw a number of important community-oriented initiatives undertaken on behalf of children.

In mid-1979, for example, the ministry committed \$1,000,000 to a program to identify and reduce the incidence of serious social problems affecting children and their families, such as child abuse.

The largest share of the \$1,000,000 was made available to fund selected projects which test the effects of specific prevention programs. About \$300,000 of the money was made available to child care agencies to initiate or expand existing prevention projects.

Also during the year, we distributed a number of directories and discussion papers aimed at improving services to children.

In May, new provincial guidelines to assist in the handling of child abuse cases were distributed to Ontario's 51 children's aid societies.

The first-ever Children's Residential Services directory was distributed during the year to agencies and individuals involved in the placement of children in residential facilities.

A discussion paper on foster care also was distributed during the year which, in the words of the Minister, 'discusses a range of issues in foster care and is intended to stimulate discussion and to encourage a review of all aspects of foster care.'

The paper was a prelude to a foster care recruitment and enhancement program planned for later in the year as part of a \$2,200,000 initiative to improve foster care in Ontario.

In the area of juvenile correction, the 1979-80 fiscal year saw the closure of two more provincial training schools and the concomitant development of more appropriate community care for troubled children.

The ministry also agreed to participate in an experimental and voluntary program given the name STYNG (Save the Youth Now Group) in which training school wards visited Millhaven Penitentiary near Kingston for a firsthand look at the realities of penal life.

One of the most significant changes in 1979-80 was a major reform of provincial funding for the children's aid societies, announced midway through the year.

In a series of meetings with society representatives in each of the four regions, the Minister and senior staff informed those present that the province was adopting a 'services' approach to funding. Under the formula, the government is able to define specifically the types of services it wants agencies or municipalities to provide, such as prevention or residential care.

Specific funds would be designated for each of the required services. Once the services and their costs had been agreed upon, there would be minimal government interference in the internal operations of the agencies.

The Minister said the new approach 'avoids the twin extremes of either no controls or massive red tape'.

In conclusion, it can be said that 1979-80 was an extremely active year and one characterized by a long list of achievements and initiatives.

The backdrop against which all these activities occurred was a commitment to improve customer service, and to enhance the well-being of the people of the province who turn to us for help.

To effectively and appropriately expand ministry services in the French language, the Office of the Coordinator has sought to consult the Franco-Ontarian community concerning the social services it requires.

Consultation with Franco-Ontarian individuals and associations takes place on an almost daily basis. Links between concerned members of the Franco-Ontarian public and ministry staff have been established in seven regional offices, thirteen area offices and thirty-eight local offices, as well as at the program level at Queen's Park. A coordinator of services to Northern Ontario francophone children was established for a two-year term by the Children's Services Division, Northern Region. Correspondence between the French-speaking public and the offices of the minister, deputy minister and senior officials has doubled.

In the broad areas of service specified in the Ontario government's French language services policy, steady progress has been achieved, and has been acknowledged by the francophone public.

Such legislation as *The General Welfare Assistance Act*, *The Child Welfare Act* and *The District Welfare Administration Act* is now available in French. All correspondence in French is replied to in French on stationery bearing French letterhead. Eighty-seven forms are now being produced in French or bilingual format.

There are new French versions of all communications tools. Examples are media releases, publications, audio visual materials, public education campaigns, speeches, and signage. The existence of a Francophone Communications Advisor, within the Communications Branch, has ensured greater accessibility of French media representatives to ministry information and staff.

Implementation of the French language services was further enhanced by studies of 'over-the-counter' telephone service and office capabilities, provision of bilingual staffing and language training opportunities, and availability of suitable professional support staff.

Various ministry-funded French language initiatives in areas such as services to senior citizens, day care, the handicapped, children's mental health, prevention, volunteer recruitment, counselling, foster parents, and social work are being carefully monitored with the objective of integrating francophone services into regular ministry programs and budgets.

The provision of social services in French, in accordance with the Ontario government's related policy, has improved as a result of the April 1, 1979 administrative reorganization of the ministry. With administrative responsibility invested in staff who now deal more directly with the public, the francophone client has greater and more effective access to local ministry staff.

Afin de permettre l'expansion des services en langue française du ministère d'une façon efficace et appropriée, le bureau du Coordonnateur a fait en sorte que les Franco-Ontariens deviennent impliqués dans l'obtention des services sociaux dont ils ont besoin.

Par conséquent, des consultations avec des Franco-Ontariens sur une base individuelle et avec des organismes ont lieu presque tous les jours; des liens avec des membres concernés du public franco-ontarien et du personnel du ministère ont été établis dans sept bureaux régionaux, treize bureaux de secteurs et trente-huit bureaux locaux, de même qu'au niveau des programmes à Queen's Park; un coordonnateur de services pour les enfants du nord ontarien a été nommé pour une période de deux ans par la Division des services à l'enfance de la région du nord; la correspondance entre la population francophone et les bureaux du ministre, du sous-ministre et des employés cadres a doublé.

Dans le domaine général des services spécifiés par la politique de langue française du gouvernement de l'Ontario, un progrès constant a été accompli et il est bien reconnu par la population francophone.

Des lois, comme la *Loi sur l'Assistance sociale générale*, la *Loi sur le bien-être de l'enfance* et la *Loi sur les bureaux de district pour l'administration du bien-être social*, sont maintenant disponibles en français; toute correspondance reçue en français est répondue en français sur du papier à lettre à en-tête français; quatre-vingt-sept formules ayant priorité sur toutes les autres sont maintenant disponibles ou sont en train d'être traduites en français ou produites en français ou sous un format bilingue.

Dans le domaine des communications il y a maintenant une version française, e.g. communiqués de presse, publications, matériel audio-visuel, campagne d'éducation publique, discours, affiches. La nomination d'un conseiller francophone en communications à la Division des communications a assuré une plus grande accessibilité des représentants des médias français auprès du personnel et des informations du ministère.

Cette base de la propre politique des services en langue française du ministère fut davantage fournie par des sondages sur la compétence du personnel engagé dans le service direct au public/téléphonique; sur la dotation en personnel bilingue et en formation linguistique; sur la disponibilité d'un personnel professionnel compétent.

Plusieurs initiatives concernant la langue française qui sont subventionnées par le ministère dans le domaine des services aux personnes âgées, des garderies, des handicapés, de la santé mentale chez les enfants, de la prévention, du recrutement de bénévoles, des conseillers, du placement familial, du travail social sont en train d'être dirigées méthodiquement vers l'objectif qui est d'intégrer les services francophones dans les programmes et budgets réguliers du ministère.

Les services sociaux fournis en français, en conformité avec la politique du gouvernement de l'Ontario, ont profité de la réorganisation du ministère introduite le premier avril 1979. Par suite de la responsabilité administrative ayant un personnel capable de s'occuper plus directement du public, le client francophone a l'impression d'avoir un accès plus facile et plus efficace auprès du personnel local du ministère, ce dernier étant dans une meilleure position pour répondre aux besoins des clients.

The Strategic Planning and Policy Secretariat, which reports directly to the deputy minister, provides the ministry with analytical support services. The secretariat is divided into two units, the Policy Secretariat and the Research and Statistics Section.

The Policy Secretariat is responsible for long-range planning, and the development and coordination of policy alternatives. It is also responsible for policy relations with the federal government, other ministries, and the various central agencies of the government such as the Cabinet Committee on Social Development.

The Research and Statistics Section funds and evaluates demonstration projects, funds research studies, and provides the ministry with evaluation and research, in addition to statistical services and publications.

This branch reports directly to the deputy minister. It is a central support function responsible for the independent review of the financial and administrative control aspects of ministry operations, including the adequacy and reliability of financial records and reports.

Although branch administration is centralized, much of the work of the audit staff is decentralized. Analytical and financial audits were conducted in ministry establishments throughout the province. Staff also visited local charitable corporations, private societies and municipalities involved in ministry programs, to review their claims for grants and subsidies.

In addition to regular audit projects, the branch participated in certain operational review projects undertaken in children's aid societies by the Children's Services Division.

Communications Branch

The overall mandate of the Communications Branch is to provide information and assistance to the public, the media and ministry staff regarding ministry programs and services.

In order to increase the effectiveness of the branch in meeting these responsibilities, four sections, each headed by a manager, provide programming and services: Customer and Media Services; Planning and Regional Liaison; Publications and Design; and Administration.

Customer and Media Services

During the year, some 18,500 telephone and 3,500 written requests, plus approximately 400 in-person contacts were processed. Close liaison and information exchange was maintained with all ministry branches and related government and outside agencies. In more than 20 percent of the contacts, further follow-up was necessary to provide the requested information or to complete the customer requirement.

Continuing contact and cooperation was maintained with the press, radio and television through news releases, statements, direct discussion, analysis of results, clipping, distributions and other related communications functions. In addition, approximately 1,000 media telephone contacts were handled. Research data, draft speeches and statements were provided as required.

Planning and Regional Liaison

The original Planning and Internal Communications section was renamed Planning and Regional Liaison to reflect the service to staff in the four regions of the province.

Senior information personnel, operating out of head office, are assigned to specific regions to provide advice and service on such matters as public information, media relations, staff publications, and audio-visual services. On the section's staff is a francophone public relations officer who offers a direct service in the French language.

The section developed six training workshops on media relations which were presented to senior staff across the province and to probation and aftercare staff in Southwest Ontario. In addition to the annual senior citizens' week project, the section coordinated the development and production of an audio-visual presentation and booklet on group homes for the Social Development Policy field.

The section's staff and expertise were of assistance to the ministry's Affirmative Action Program; also assisted, with their public relations needs, were the Ontario Association for the Mentally Retarded, Ontario Association of Children's Aid Societies, Ontario Municipal Social Services Association, Ontario Association of Homes for the Aged, and local children's aid societies.

Publications and Design

New titles produced during 1979-80 include *Juveniles in Conflict with the Law*, *Services to Children*, and *For Your Benefit*, a detailed explanation of the various income maintenance programs funded by the ministry. A number of pamphlets and brochures were also revised and reprinted.

A major project, the creation and production of a ministry customer service handbook, was completed during the fiscal year. A special edition of *How to Choose Good Day Care* was created to assist Indo-Chinese refugee parents coming to Ontario with preschool age children.

Two internal communications items were continued in 1979-80. The first was *Update*, a bulletin from senior management to ministry personnel, regarding reorganization. *Update* was issued twice during the year. The second was *Dialogue*, a ministry staff newsletter which was produced every second month during 1979-80.

This section is also responsible for ensuring ministry-wide adherence to the Ontario government Visual Identity Program (VIP). During the course of the year the VIP coordinator provided consultation for over 150 policy questions. Approximately 50 ministry signs for facilities, field offices, and branches were designed to meet specified standards.

A media relations kit comprising 16 fact sheets on various topics was developed by the section to support regional workshops.

This section was also involved in the production of a number of papers, reports and pamphlets for programs, facilities and field offices, as well as the *Annual Report*.

Administration

The section coordinates branch estimates and expenditures, provides consultation on administrative and personnel policy and procedures, and ensures efficient clerical support services for the prompt delivery of information from other sections of the branch.

The Office of the Assistant Deputy Minister, Adult Services, is responsible for the development and delivery of programs and policies for adults. Until December 1978, the Social Resources Division delivered these programs through a network of district offices and more than 60 local offices. Since January 1979, the division has been working towards a decentralized structure.

There are four main head office sections in the division: Social Services, Income Maintenance, Program Policy, and Operations.

The main tasks of the Social Services Unit are to develop standards and guidelines and to monitor and evaluate program delivery in order to ensure the continuing effectiveness of the Adult Social Services Program.

The decentralization of social service programs and functions continued into the 1979-80 fiscal year. Full accountability at the field level will exist by the end of the 1980-81 fiscal year.

As Income Maintenance phases out program delivery from head office, the branch will be developing the necessary standards and guidelines for the delegation of authority to the field. The main purpose of divisional operations will then become one of monitoring and evaluation in order to ensure the continuing effectiveness of ministry programs.

The decentralization of the income maintenance program began in the fall of 1979. Implementation of a computer network to support the decentralization will be completed during 1980.

Program Policy's main purpose is to develop long- and short-term goals and priorities, analyze and develop existing and new programs, and make recommendations for improved service delivery options and legislative change.

The Operations Unit at head office is responsible for providing administrative, program, and financial support for the field structure.

The planning for local needs and the delivery of services and programs is moving to the four new regional offices and to the 12 area offices which have been set up across the province. Social Services staff have now transferred to the area and regional offices. Income maintenance staff are gradually being transferred to the field as the area and regional offices assume greater responsibility for program administration.

Reorganization and decentralization will help us meet our goal of improved service to the public. This long-term goal should result in shorter waiting times for benefits, quicker responses to requests, and a better understanding of local needs.

Area offices provide services in connection with provincial benefits, municipal welfare consulting, senior citizens, rehabilitation, mental retardation, and legal aid assessment.

The ministry's objectives and service initiatives emphasize services which permit families to regain a measure of self reliance, promote community living alternatives as opposed to life in an institution, stress rehabilitation rather than merely maintenance, and give priority to preventive programs rather than remedial ones.

Services include financial assistance to persons in need, residential services and alternative care for those with special needs, assistance to individuals in obtaining suitable employment, and support for social research education and its practice.

In 1979 the ministry implemented a number of new initiatives.

These included:

- the development of a works incentives program to assist Family Benefits recipients in undertaking full-time employment;
- the provision of ongoing funding for support services for the physically disabled;
- the addition of \$2,000,000 in new funding for Home Support Services for seniors.

The province is divided into four regions: Southeast, Central, Southwest, and North, each headed by a regional director responsible to the Executive Director of Operations. Area offices are located in each region.

The twelve area offices provide delivery services for provincial benefits, rehabilitation, mental retardation community programs, and legal aid assessment, and for general welfare assistance where there are no organized municipalities. Consultants are located in the area offices to provide consultation and inspection services for programs funded by the ministry. Consultants also provide liaison with those organizations that are seeking government funding. The area offices have a direct working relationship with the mental retardation working groups in their community.

Area managers participate in the work of various government and voluntary committees to ensure that local community needs are addressed. A benefit of the reorganization is an improved relationship with agencies, municipalities, and Indian bands across the province.

Employment Programs

Vocational Rehabilitation Services

The primary role of the rehabilitation program is to develop, restore, or improve the working capacity of physically or mentally handicapped persons to enable them to obtain employment. Work opportunities include employment in the open labor market, sheltered or in-home employment, or self-employment.

The program has a field staff of counsellors and supervisors throughout the province. Field staff interview clients to assess their capabilities, arrange for medical restoration, training, tools and equipment, transportation or living expenses, and help with job placement. During the fiscal year 4,665 handicapped persons were referred for vocational rehabilitation services. A total of 13,395 received one or more services and 2,438 of these were assisted in finding employment.

Psychological testing and specialized medical, educational, workshop, and work assessments are purchased by counsellors to assist in making appropriate diagnoses. The ministry does not operate rehabilitation facilities; instead, it purchases these community resources. Rehabilitation workshops are supported through operating and capital grants; they are an important assessment resource, as are educational institutions and competitive work situations. These assessment services cost \$1,410,588.

Restoration services which enable handicapped persons to achieve their best physical functioning are purchased by counsellors when required. Included are artificial limbs, braces, wheelchairs, dental services, and drugs. The cost of these services was \$948,880.

Work adjustment training, offered primarily by rehabilitation workshops, was provided for 1,330 persons. In addition, 465 attended post-secondary courses at community colleges, 402 were sponsored in university programs, 677 received academic upgrading and basic skill training, 75 were enrolled in private trade school programs, and 283 took high school courses. There were 454 persons trained on the job and 412 received other training. All costs are covered, including tools, educational courses, books, transportation and supplies, and half the wages paid by employers who provided on-the-job training. These training services totalled \$5,626,989.

Allowances are paid to persons approved for assessment and training programs. As of January 1, 1979, provision for the payment of these allowances was transferred to *The Family Benefits Act*. Persons in assessment and training programs then became eligible for an allowance at the Guaranteed Annual Income Supplement (GAINS-D) rate.

Financial Aid to Rehabilitation Agencies

Grants totalling \$1,160,300 covered staff salaries in six voluntary organizations. This money provided rehabilitation services to disability groups with highly specialized needs. Included in these groups are persons with hearing or sight impairment, those who are mentally retarded, and those with spinal cord injuries.

Indirect Services

Workshops

The role of the rehabilitation workshops is to provide assessment, training, and placement services for vocationally handicapped adults to enable them to be integrated into the competitive labor market, whenever possible. For those persons unable to achieve this goal, the purpose is to provide meaningful sheltered employment.

There were 161 approved rehabilitation workshops operated by voluntary organizations, an increase of 16 over the previous year. As of March 31, 1979, attendance totalled 8,687 handicapped persons. Workshop operating grants are paid to a maximum 80 percent of approved costs, and amounted to \$20,919,200.

Capital grants are paid at 80 percent of approved costs and are offered to voluntary organizations for the construction, acquisition, alteration or renovation of rehabilitation workshops, as well as for the purchase of basic furnishings and equipment. In 1979-80 129 voluntary organizations received capital fundings totalling \$2,240,200, which includes \$1,451,600 for major and \$788,600 for minor capital grants.

Work Activity Projects

The authority for Work Activity Projects is contained in Regulations made under *The General Welfare Assistance Act*. The projects are operated by municipalities, rather than by voluntary agencies, to assist persons who for environmental, personal, or family reasons have unusual difficulty in finding and holding employment. Also assisted are those who find it difficult to benefit from technical or vocational training programs. In this sense they are prevocational rehabilitation facilities.

There are currently 12 work activity projects serving approximately 1,800 persons in Ontario. The program cost is shared on an 80/20 basis by the federal and provincial governments (80 percent), and by the municipality (20 percent). Capital costs for equipment only are eligible for subsidy.

The total expenditure was \$1,281,900 in 1979-80.

Community Support Programs

These services are provided to help mentally retarded adults increase their capacity for independent community living. Included are such services as life skills programs, protective services, adult education, and therapeutic recreation.

In 1979-80 52 of these programs were operated by voluntary organizations, an increase of three over the previous year. As of March 31, 1980, attendance totalled 701 mentally retarded persons. Life skills operating grants are subsidized at 100 percent of approved costs, which amounted to \$2,590,000.

Senior Citizens' Services

One of the main purposes is to help the elderly remain self-sufficient and continue their participation in community life. The programs and services attempt to create conditions that encourage enjoyment in the retirement years.

Homes for the Aged

The ministry subsidizes 92 charitable and 89 municipal homes. These offer residential or extended care (or both) services to 27,968 seniors in an attractive setting and provide planned activities and opportunities for self-enrichment. The same quality of accommodation and services is available regardless of ability to pay; financial subsidy is available if needed. For non-residents, Homes for the Aged also provide such services as vacation care, respite care, and short-term admissions within the Home.

Elderly Persons' Centres

The ministry helps provide elderly persons' centres, which offer social, cultural, educational, and self-help activities to senior citizens throughout the province. These services are provided on a daily basis by a municipality or non-profit organization. There are approximately 95 such centres; of these, about one-third are day care drop-in centres within municipal and charitable Homes for the Aged.

Home Support Services for the Elderly

The government identified as a priority the maintenance of the elderly in the community, and allocated an additional \$2,000,000 per year to provide community support services. The program is intended to meet the expressed desire of the majority of the elderly who wish to maintain independent living in the community as long as possible.

Services include meals-on-wheels, congregate dining, homemaker services, shopping, security checks, and day care. These programs are essential since 95 percent of seniors in the province live on their own or with relatives.

Financial Support

Subsidies and grants for senior citizens' facilities and programs in 1979-80 amounted to almost \$127,600,000.

Senior Volunteers

The senior volunteers in service program provides an expense allowance for retired people who act as advocates and as information sources for other senior citizens.

LINK Skills Exchange

This 'help-your-neighbor' project was established in 1978. It is based on the premise that everyone has worthwhile skills and experience that are needed by someone else in the community. No money is involved. Service is paid for with LINK Skills Exchange Cards earned by providing a service someone else needs. LINK Skills Exchange Centres are being introduced throughout the province.

Privilege Card

The Ontario Senior Citizens' Privilege Card, introduced in 1975 and obtained from the Ministry of Health, is now held by 835,275 senior citizens. The card carries the name and signature of the holder and, if the owner is eligible, the Ministry of Health's Drug Benefit number. The card also allows senior citizens free or reduced admission rates to many of Ontario's places of interest.

Research

The Ontario 'Twenty Year Long-Term Study on Aging, 1959-1978', completed its 20th year with some 52 percent of the original 2,000 men still involved, an incredible retention rate. In-depth interviews were conducted with the 1,041 participants still involved. As part of the follow-up of the study, the first few of ongoing regional meetings were held with the men and their wives.

Assistance to Organizations

Grants-in-aid from the main office of the ministry assisted the Canadian Association on Gerontology, the Canadian Geriatrics Research Society, and the Senior Citizens' Centres Association of Ontario. Both the United Senior Citizens of Ontario and Pensioners Concerned Canada (Ontario Division) were also assisted indirectly, as was the Canadian Institute on Religion and Gerontology.

Information Services

The growing number and complexity of programs and services for seniors in Ontario is reflected in the ministry's extensive information programs. Through various publications, senior volunteers in service, senior citizens' consultants in field offices across the province, and information materials associated with Senior Citizens' Week in June, services and opportunities available to retired people are actively promoted.

Credit Counselling

The ministry directly subsidizes 60 percent of the operating expenses of approved credit counselling services. As of March 31, 1980, there were 28 approved agencies providing counselling and practical assistance on consumer credit, general budgeting and money management matters. Agencies will also arrange with creditors for an orderly payment of debts, and will act as trustees for the distribution of payments to creditors.

Other Counselling Services

Municipalities may set up purchase-of-service agreements with local counselling agencies to provide counselling services to persons in need who cannot meet the full cost of services in their community. The cost of these services was shared 50 percent with the province in 1979-80. This cost sharing will increase to 80:20 in 1980-81, with the province paying the major share.

Homemakers and Nurses Services

The intent of *The Homemakers and Nurses Services Act* is to preserve, maintain and strengthen family life during illness or absence of a mother or other persons in charge of a child. It also assists elderly, convalescent, handicapped, chronically ill or otherwise disabled persons to remain in their own homes whenever possible.

When a household needs assistance to avoid family or financial difficulties, a homemaker may be provided. These flexible services make it possible to respond to a wide variety of health and social service needs.

Services are provided by 33 branches of the Victorian Order of Nurses, 54 branches of the Canadian Red Cross Society, and other non-profit groups, commercial agencies and individuals.

There are 12 municipalities and 21 Indian bands which employ 39 homemakers, usually to teach home management skills.

Visiting-nurse service in the home is provided on the instruction of an attending physician. This service is supplied by the Victorian Order of Nurses, St. Elizabeth Visiting Nurses' Association, and individual registered nurses.

Homemaker and nurses services may be available directly from municipalities or Indian bands, or under a fee-for-service agreement between the municipalities or Indian band and the supplier.

Grants are available to persons, municipalities, Indian bands and other organizations towards the cost of approved training courses for homemakers.

Adult Residential Services

The halfway house program supports non-profit corporations by providing up to 80 percent of operating costs to a ceiling of \$17.50 per day. It may also provide 80 percent of debt retirement costs in the delivery of rehabilitation services for alcoholics, ex-offenders and socially disadvantaged persons. For the chronic alcoholic, the halfway house is a post-detoxification facility. It attempts to break the revolving door of drink, arrest, court and jail by giving an opportunity to learn conventional activities of daily living. For the ex-offender, the halfway house is a transition from incarceration back into the community. For the socially disadvantaged person it is also a transitional residence between the psychiatric facility and the community.

As of March 31, 1980, the ministry funded 25 halfway houses with 492 beds for alcoholics, seven halfway houses with 110 beds for ex-offenders, and three halfway houses with 43 beds for socially disadvantaged persons.

Funding is also available for support services for physically handicapped adults who live in group homes or in conventional apartments. As of April 1, 1980, the ministry provides support services for 209 people under *The Ministry of Community and Social Services Act*. The Ministry of Housing funds the housing units and rent supplements. This provision of support services, and housing with rent geared to income, represents, for some of the tenants, an alternative to the chronic hospital or the nursing home.

The ministry also continues to fund three larger projects with 120 beds under *The Charitable Institutions Act*.

As of April 30, 1979, the ministry funds 2,909 community living accommodation spaces for the mentally retarded under *The Homes for Retarded Persons Act*. In 1975 there were only 703 units. More emphasis on spaces for children is now underway, as only 240 of the 2,909 units are designated for children.

This branch is responsible for income maintenance programs provided under the following legislative authority: *The Family Benefits Act*, *The General Welfare Assistance Act*, *The District Welfare Administration Boards Act*, *The Soldiers' Aid Commission Act*, *The Blind Persons' Allowances Act* and *The Disabled Persons' Allowances Act*. The branch also provides Legal Aid Assessment Services to legal aid applicants.

Family Benefits

A major activity of the Income Maintenance Branch is the administration of *The Family Benefits Act and Regulations*. This legislation provides monthly allowances and other benefits to persons who need long-term financial help. Such persons include the aged, blind, disabled and permanently unemployable, sole-support mothers with dependent children, foster parents on behalf of their foster children, parents with handicapped children, and Vocational Rehabilitation Services participants.

Applications and reports are completed by field representatives in the area offices. Decisions concerning eligibility and the amount of allowance are currently made in the Income Maintenance Branch. All decisions are sent to applicants and recipients by letter, including notification of the right to appeal.

To determine eligibility and amount of allowance, an assessment is made of the applicant's basic and special needs, family situation, liquid assets and available income. Free health insurance enables all recipients to obtain medical and standard hospital care as well as free prescription drugs listed in the Drug Benefit Formulary of the Ministry of Health. Dental coverage is provided for recipients with dependent children, and the cost of purchasing, replacing or repairing eyeglasses and hearing aids may also be covered if required.

Other benefits include an annual payment made in August for all child beneficiaries four years and older, primarily to help with the costs of returning to school. In addition, recipients who leave the program to undertake full-time employment may be eligible for a phase-out allowance of \$225 and a Work Incentive Allowance that continues for up to two years.

Another significant aspect is the provision of assistance for recipients who require skills training before entering the labor force. Recipients who are parents with dependent children and who undertake 'approved' Canada Manpower training courses (approved as likely to lead to remunerative employment) may continue to receive a minimal allowance plus coverage for medical, dental, and drug expenditures. These recipients may also become eligible for the phase-out allowance and Work Incentive Allowance when their courses are completed and they enter full-time employment. A new Work Incentive program was announced in September 1979. This is a program designed to encourage and assist those recipients on Family Benefits and GAINS-D who want to return to full- or part-time employment. The program provides allowances and health-related benefits, for up to two years, to FBA recipients who become self-sufficient through full-time employment.

On March 31, 1980, 115,038 persons were receiving family benefits allowances. Within this group, the disabled and blind receive a monthly guaranteed amount under GAINS-D. On March 31, 1980, there were 34,103 GAINS-D recipients, amounting to approximately 30 percent of the total Family Benefits caseload. In addition, there were 4,452 aged and disabled persons in institutional care receiving Family Benefits allowances exceeding the GAINS-D rate, and 576 persons in chronic care facilities receiving comfort allowances; 539 people were also participating in the new Work Incentive program.

Of those receiving allowances, 53,239 were single persons, 59,429 were families with or without dependent children, and 2,370 were foster parents. Single persons receiving assistance were mainly in the following categories: disabled, permanently unemployable, aged or blind. Of the people in families, 5,228 were medically disabled or permanently unemployable fathers, 47,925 were mothers with dependent children, and the remainder were couples, one or both of whom were blind, disabled or aged. In total, there were 225,874 beneficiaries, a decrease of 1,194 over last year. The branch also continues to administer 10 blind persons' allowances and 13 disabled persons' allowances.

In addition, the program offers a Handicapped Children's Allowance, which provides an allowance of up to \$175 per month for families who are caring for severely handicapped children at home. At the end of March 1980, 1,847 non-FBA families and 322 FBA families were receiving this allowance. It is designed to encourage families to care for their handicapped children at home, where possible, by assisting them with the additional costs incurred as a result of the child's disability.

During 1978-79 allowances for recipients of vocational rehabilitation were transferred to *The Family Benefits Act*, allowing for a substantial increase in the level of allowance for most recipients. On March 31, 1980, there were 1,619 recipients of vocational rehabilitation allowances under Family Benefits.

Those who are refused an allowance or those whose benefits are changed or cancelled may appeal to the Social Assistance Review Board. The board issues its own annual report, which provides statistics of cases appealed under *The Family Benefits Act*, *The General Welfare Assistance Act*, *The Vocational Rehabilitation Services Act* and *GAINS (The Ontario Guaranteed Annual Income Act -- Ministry of Revenue)*.

Municipal Welfare Services

The Income Maintenance Branch provides assistance and advice both directly and through the area offices to municipalities and Indian bands on the administration of *The General Welfare Assistance Act and Regulations*, and *The District Welfare Administration Boards Act*.

General Assistance

Financial aid is provided by municipalities or Indian bands to heads of families or single persons in need. Eligible persons in areas without a municipal organization are assisted through ministry area offices. Most persons on General Welfare Assistance are sole support mothers, the unemployed, and those in ill health. Other categories include elderly persons and those caring for foster children.

In general, the ministry provides payment of 80 percent of expenditures for general assistance. In 1979-80 a monthly average of 29,893 employable and 42,278 unemployable persons (a total of 72,171) received general assistance. With a total of 65,523 dependents, there were 137,694 beneficiaries in these two categories.

Included in the employable and unemployable categories were 40,216 single people and 31,955 heads of families. Approximately 22,000 persons received benefits because of temporary or permanent ill health; 27,000 because of temporary inability to obtain employment; a further 18,000 because they lacked a principal family provider.

In addition to these persons, a monthly average of 7,943 persons were resident in hostels and 85 persons in nursing homes. Support was also provided for 714 foster children. The total number of beneficiaries for all types of general assistance was 146,530.

Supplementary Aid

Supplementary aid is paid by municipalities to people who already receive an allowance under Family Benefits, Old Age Security, GAINS or Vocational Rehabilitation. It covers extra fuel and shelter costs, and extraordinary needs. Cost-shared at the rate of 80 percent by the province, it was paid to an average of 21,449 persons each month during the fiscal year.

Special Assistance

Special assistance is paid by municipalities to anyone in financial need and may provide money for such items as moving, dental services, prosthetic appliances, drugs, funerals and burials. It is cost-shared at the rate of 50 percent by the province and was paid to an average of 35,618 persons each month during the fiscal year.

Desertion Services

Desertion services helps locate spouses who have deserted their families, in order that support may be pursued, and provides liaison services with family courts regarding enforcement procedures. It also acts as a resource for parental support workers in area offices for the recovery of support payments assigned to the ministry in order to ensure that the client receives full entitlement on a consistent basis.

Legal Aid Assessment

The legal aid assessment service assesses applicants for legal aid and makes recommendations to legal aid area directors about an applicant's ability to pay. There were 118,895 persons referred to the ministry's area offices for interview and assessment, an increase of 12,897 from the previous year.

Soldiers' Aid Commission

The Soldiers' Aid Commission is an independent board that assists veterans of World Wars I and II and the Korean War (and their dependents) in emergency situations. The commission helps meet extraordinary needs by assisting those eligible to obtain dentures, eyeglasses and hearing aids. Administrative support is provided by the Income Maintenance Branch.

Computer System

The branch also provides a central GWA computer system for use by the municipalities. This system allows the municipalities to have their own data and record processing system which is both reliable and uniform while at the same time providing the province with a much improved record-keeping system.

Indian Bands

Indian bands may assume the responsibility for administering social assistance to their own people on the reserve. As of March 31, 1980, 89 bands had been approved to administer social services.

Area offices are involved in training programs, and courses for band social service administrators are conducted in locations convenient to reserves. In this way, local problems can be identified and solved.

The Children's Services Division in the 1979-80 fiscal year took major steps in developing an integrated service system for children with special needs by decentralizing its operations. The decentralization of responsibility and authority for service delivery to regionally located staff became effective on April 1, 1979. Four regional directors reporting to an Executive Director of Operations became responsible for the services previously delivered by the Children's Mental Health Services Branch, Child Welfare Branch, Day Nurseries Branch, and Group Services (group homes, PACO services and training schools). This decentralization was carried out in the context of the ministry's objectives:

- to delegate responsibility and authority for service delivery closer to the service provider;
- to develop more comprehensive centres of service delivery through the eventual merger of the Children's Services Division and the Adult Services Division goals;
- to move towards the division's objectives of conversion from a program-based service delivery to one which is functionally based;
- to transfer responsibility and authority for service delivery to local Children's Services committees.

The three southern regions are geographically subdivided into two areas; the Northern region is subdivided into three areas. Each of the two subdivisions of the three southern regions has an area manager who reports to the regional director. The area manager is responsible for all ministry-funded and/or supervised services in his/her geographical area. In addition, each of the three southern regions has one manager of operations reporting to the regional director and administrative responsibility for all direct-operated ministry services for the total region. In the North this role is incorporated into the duties of the area manager.

The Children's Services Division allocated \$15,900,000 to initiate priority projects and expand ongoing services. This allocation was in addition to the basic percentage increases apportioned to all Children's Services Division programs.

Allocations for special initiatives were as follows:

1. *Child Abuse*
 - (a) Implementation of Garber Task Force Recommendations (\$2,400,000)
 - Additional funding to societies to provide staff for high risk clients.
 - Staff training.
 - Increased legal services for societies.
 - Upgrading of legal services for societies.
 - Special foster care programs for care of abused children.
 - Foster parent training programs.
 - (b) Child Abuse Program (\$825,000)
 - Staff supplementation grants to CAS for child abuse.
 - New demonstration projects to test methods of identifying, treating or preventing child abuse.
 - Professional training courses and material.
 - Projects to assist communities in meeting specific local needs.
 - Research projects.
2. *Enhanced Foster Care* (\$2,200,000)
 - Rate review and adjustment.
 - Public relations campaign to promote foster care.
 - Foster care project to develop specialized resources.
 - Foster parent conference grant.
 - Staff for foster care.
3. *Francophone Services* (\$500,000)
 - Continued expansion in this project area, initiated last year.
 - Funds not restricted to any one geographic area.

4. *Prevention* (\$1,000,000)
 - Major policy paper completed, and ministry priorities and initial plan announced.

5. *Hard-to-Serve Children* (\$500,000)
 - Expansion of contractual services regarding treatment and placement of youngsters requiring specialized care.

6. *Advocacy* (\$500,000)
 - Funds used for hard-to-serve children while advocacy paper was developed.

7. *Programs for Developmentally Handicapped Children* (\$3,200,000)
 - Programs and services for developmentally handicapped children transferred to the Children's Services Division in April.
 - \$3,200,000 for community accommodation and support services programs, including foster care.

The Children's Services Division continued its commitment to the consultation process by releasing five consultation discussion papers:

- Standards and Guidelines for Outdoor/Wilderness Programming (June 1979)
- Foster Care: A Discussion Paper (September 1979)
- Child Welfare in Ontario: Past, Present and Future (September 1979)
- Consultation Paper on Case Information Disclosure (October 1979)
- Day Nurseries Services: Proposed Standards and Guidelines (February 1980)

Major revisions to children's legislation were proclaimed on June 15, 1979.

Children's Mental Health Services receives its legislative authority from *The Children's Mental Health Centres Act* and *The Mental Health Act*.

Children's Mental Health Centres provide services for emotionally disturbed children and youth with the view to returning them to their families or communities as contributing members of society.

The regions were responsible for providing leadership, consultation and assistance to community groups, organizations and individuals in developing appropriate mental health services for severely disturbed children and youth through planning, developing, licensing and providing operating funds for Children's Mental Health services. As well, the region is responsible for monitoring the financial, physical and personal resources allocated to the program to ensure maximum effectiveness for the dollars provided.

Child Welfare Services includes duties and responsibilities designated by *The Child Welfare Act*, *The Children's Institutions Act*, *The Charitable Institutions Act* and *The Children's Residential Services Act*. These services are coordinated and monitored through regional and area offices and include Children's Aid Societies, Children's and Youth Institutions, boarding homes, and charitable institutions. The Child Abuse program and the Adoptions program are administered through Head Office.

Children's Aid Societies

The regions provide consultation and supervision for Ontario's 51 Children's Aid Societies. Responsibilities of the Children's Aid Societies are to ensure the provision of services to families and children that will:

- protect the children of Ontario from physical and/or emotional abuse and/or neglect;
- help to create an environment for the healthy development of children;
- help in prevention of circumstances leading to neglect and/or abuse of children.

The regions are also responsible for ensuring maximum efficiency and effectiveness in the management and use of financial, physical and staff resources allocated to service delivery programs.

Children's and Youth Institutions

Homes approved under *The Children's Institutions Act* provide care for three distinct groups of children and young persons under 21. They are young people whose parents are facing family crisis, who have problems including mental disturbance, delinquency and/or a handicap, and those who need help in order to be able to live independently in the community. The children's and youth institutions section provides the homes with supervision and consultation to ensure high standards of care for residents.

In 1979, a number of major changes took place in children's and youth institutions as a result of an operational review of the whole program which was completed in the spring of that year. As a result of the review, an entirely new method of funding these programs was developed, and work was begun with each service to implement the recommendations of the operational review. Staffing and other resource enrichments were provided for much of the program, and changes were initiated to move some resources into areas of greater priority for the division. For example, some programs are moving from residential to non-residential services while others were enriched to enable them to provide services for more difficult adolescents.

These changes will require two or three years to complete; many of them will involve modifications which will not always be easy to accept and implement. But a good start was made in the first year of implementation.

Children's Boarding Homes

Children's Boarding Homes, as defined in current legislation, are premises in which three or more children, not of common parentage, reside away from the home of their parents or guardians primarily for the purpose of receiving lodging, boarding or care. Increasing reliance on group home care has resulted in public agency placements for children with mental, emotional, social, and physical disabilities. Some facilities have developed programs in response to the special characteristics of residents. Others have retained heterogeneous age/sex disability groupings.

Children's Boarding Homes, licensed in accordance with *The Children's Residential Services Act*, are second only to foster homes as major providers of residential care for children.

Adoptions

The proclamation of *The Child Welfare Act*, 1978 on June 15, 1979, resulted in a number of changes in the adoption program.

Private adoptions now must be licensed, and any organization setting up as an adoption agency must also be licensed by the ministry for that function.

Prior to June 15, 1979, lawyers and doctors frequently placed children on adoption and, after the fact, registered the placement with the ministry. The Children's Aid Society was then advised of the placement and requested supervision. Nothing was known about the proposed adoptive parents, and very little information on the biological parents of the child being adopted was available. All this has changed. Before a child can be placed, the person planning this must make application to the ministry for a licence for the placement. The licence will not be issued until a homestudy on the prospective parents has been completed and medical and social histories of the parents of the infant being placed are available. Thus the ministry has established an equality of adoption services.

The second major change in the Act allows for an adoption subsidy. Families with good parenting skills can now be assisted financially to adopt some of our special needs children. Among such children are included, for example, large family groups who do not wish to be separated, and children with physical and emotional handicaps.

The third change in the Act allows for an Adoption Disclosure Registry within the ministry. Adoptees who have reached their 18th birthday may register. Parents who have given up children for adoption may also register after the child is 18. If the registry finds both parties registered, then, with the permission of the adoptive parents, the adoptee and his original parent or parents may meet. The Act specifies that counselling shall be provided to the parties prior to the meeting.

Today's Child, a column which has appeared for 15 years, still continues as an effective resource for special needs children. Thousands of children have found homes as a result. In addition, the CFTO-TV program *Family Finder* has done much to inform the public about the waiting children.

Interprovincial and international adoptions continue. The Adoption Desk, under the federal Department of Health and Welfare, has referred a number of children to Ontario from other provinces or territories, and they have been adopted by our families.

While the number of adoptions in 1979-80 was less than in former years, the staff of the children's aid societies and the ministry are making every effort to see that all children who wish to be adopted have that opportunity.

Child Abuse Program

The Child Abuse Program was established to examine the problem and recommend steps this ministry should take to promote and improve techniques for the prevention, detection and treatment of child abuse.

The program, through its professional staff, stimulates and provides consultation in the development of community projects and programs at the local and regional levels. The program further provides funding for these efforts through demonstration, research, training and community organization grants.

The ministry's Child Abuse Program is able to obtain consultation and help from the Interministerial Committee on Child Abuse, which coordinates the efforts of several ministries of the Government of Ontario to deal with this problem.

Resource material for public education and professional training is developed and distributed through a free film-loan library, trainers' workshops, public education campaigns, and regional seminars and workshops.

Films on child abuse were made available, free of charge, through the program. In 1979 approximately 34,000 people saw these films, bringing the total number of viewers since 1977 to over 53,000.

During the 1979-80 fiscal year, a number of major accomplishments were achieved by the Child Abuse Program. In the field of professional training, for example, training films were produced and distributed for use throughout the province. These films have been prepared in consultation with the universities of Toronto and Windsor, using grants obtained from the program.

The distribution of these training films is being undertaken by the Ontario Association of Children's Aid Societies in consultation with and on a grant from the Child Abuse Program.

Training courses on child abuse have been prepared with grants from the Child Abuse Program by the universities of Guelph and Toronto.

A major education campaign was launched in 1979-80 aimed at all professionals and officials in order to acquaint them with their responsibilities for reporting suspicions of child abuse under *The Child Welfare Act*, as amended in 1979.

Thirty-one regional seminars and workshops were funded in 1979-80, involving approximately 4,500 professional and lay people concerned with child abuse programs. This brings the total number of child abuse seminars and workshops since the beginning of the program in 1976 to 86, in which approximately 13,000 individuals took part.

In addition, 79 child abuse demonstration, research and resource development projects were initiated and funded in the 1979-80 fiscal year, with payments in that year totalling over \$1,500,000. Since its inception in 1976, the Child Abuse Program has funded and provided consultation in connection with approximately 300 projects at a cost of more than \$3,000,000.

Child Abuse Register

A new register was established by the division to record the names of suspected child abusers in Ontario. It came into effect on June 15 as part of a package of legislation affecting children's services. *The Child Welfare Act*, 1978, makes it mandatory for the ministry to keep a child abuse register.

The child abuse register has three functions:

1. Tracking – a CAS worker investigating a case can discover if the name of the suspected offender has previously appeared in the register.
2. Research – the division will be better able to plan programs if staff use the information supplied by the register about abusers, incidents of abuse, and so on.
3. Reviewing case management practices – the ministry and CASs will be assisted in this by the information contained in the register.

The regions are now responsible for licensing and providing all group programs under *The Day Nurseries Act* for normal children up to the age of ten years and for developmentally handicapped children from age two to eighteen years. Each region has a program supervisor responsible for day nurseries and early childhood education consultation, who works closely with the individual day nurseries and day care centres. There were 1,637 licensed day nurseries in Ontario in January 1980 with a total enrolment of 66,684.

Municipal Day Nurseries

There are 162 municipally operated day nurseries with an enrolment of 8,373 children. The term Day Nurseries covers centres providing programs for day care and/or nursery schools for children up to ten years of age, and for mentally retarded children up to eighteen years of age.

Day Care may be full day for children up to five years (usually eight to eleven hours per day), or part time for school-age children in their out-of-school hours. The latter may include four- or five-year-olds regularly attending a junior or senior kindergarten, as well as six- to eleven-year-olds. These are children of working parents or from families under social stress. A midday meal is provided in most of these programs.

Nursery schools serve two- to five-year-olds in half-day sessions which feature socialization and learning enrichment. Such a school is not required to serve a midday meal. Children may have a working parent or parents who provide alternative care for the remainder of the day; they may be recommended for social or developmental reasons; or they may come from families who wish to use the service for the preschool experience it provides.

Day care centres and nursery schools are operated by a variety of sponsors: for example, by municipalities, Indian bands, and non-profit organizations, also by private persons or corporations for profit. They are all required to be licensed under *The Day Nurseries Act*.

Private Home Day Care that is not licensed may accommodate five or fewer children under ten years of age. When subsidized children are placed in such homes, they are supervised by a municipality or an agency, which is required to limit enrolment to two children under two years, or three under three years including the care-giver's own children three years and under. This service adapts well to the needs of infants and school-age children or children with special needs. In addition, it offers more flexible hours and would usually be located in the child's own neighborhood.

Integrated day nurseries are licensed day nurseries approved for enrolling both developmentally handicapped and normal two- to five-year-olds, in a ratio of 1:10. The handicapped children usually attend for half a day only unless the parents work, and each one receives individual programs planned to meet his or her own needs.

In-Home Programming is instruction which is given to the parent(s) of a developmentally handicapped child in the child's home to reinforce the training that has been received in a nursery. The training is usually provided by the same teacher who teaches the child in the nursery.

Indian Bands

In 1979-80 Indian bands on certain reserves administered their own day nurseries. The capacity of all centres is 738.

The ministry continues to encourage band members to take early childhood education courses, and also encourages the establishment of day nurseries for non-status Indians living off reserve lands in cities and small communities.

Unorganized Territories

The ministry has entered into agreements with municipal centres to purchase day nursery services for children living in unorganized territories in several areas of Northern Ontario.

Handicapped Children

There are 61 centres for developmentally handicapped children, 12 centres for physically handicapped children and 33 integrated centres for both normal and handicapped children serving 1,525 developmentally handicapped and 467 physically handicapped children. The integration of programs for both handicapped children and normal children is continuing, and much interest is being shown throughout the province by municipalities and private operators.

The Children's Services Division released *Day Nurseries Services: Proposed Standards and Guidelines* in February 1980. The proposals contained in that paper reflect the division's research on day nursery services, its commitment to high quality services, and its desire for relevant and purposeful regulations. The publication is a major step in the day care field. The paper deals with those elements of service essential to a young child's care and guidance. Provisions for the licensing of private home day care agencies, services for children with special needs and day nursery staff qualifications are also highlighted. The paper has been released for public consultation.

Training Schools

In 1978 the Honorable Keith Norton announced the policy regarding the future role of training schools in the province. 'I have decided that training schools should be used to accommodate only those children who are both a danger to themselves and others ...'

In 1979 the approval was given to close a further two institutions. Kawartha Lakes School in Lindsay and Pine Ridge School in Bowmanville were closed in July and November respectively.

There remain in the province the following seven training schools:

Sprucedale School, Simcoe
Syl Apps Youth Centre, Oakville
St. John's School, Uxbridge
Brookside School, Cobourg
Cecil Facer School, Sudbury
Champlain School, Alfred
Project DARE, South River

Mr. Norton announced also in 1978 a planned change in the nature of the training school program, which would address the need for small secure program units and for a large measure of individual planning for children admitted to a training school.

To that end the Syl Apps Youth Centre in 1979 has consolidated a program of secure care which is characterized by six units of eight children with an overall capacity of 48 children.

Two similar units have been established at Brookside School, although the primary program at Brookside and the remaining five training schools has not changed over the past year.

Training schools continue to evaluate the children committed to them by the Family Court with a view to providing, where possible, a non-institutional plan that meets the child's need.

This effort has resulted in an increase in the number of children placed directly in the community and a decrease in the length of time spent by some children in training schools.

Ministry Group Homes

The Children's Services Division previously maintained a resource of group homes under contract to the ministry which was exclusively used by the Correctional System for the placement of training school wards who could not be returned to their home community.

This year, efforts of the Correctional Services staff to plan for children in their home community have resulted in a decreased need to maintain this resource exclusively for children committed to training schools.

Ministry group homes have been made available to a broader range of children including those in the care of the children's aid societies.

Probation and Aftercare Services

The primary functions of this part of the correctional system are to supervise young people placed on probation by the Family Court and to supervise training school wards living in the community.

These functions involve participation in the assessment and case planning for those children as well as the monitoring of and intervention in their progress on a regular mandated basis.

Over the years, probation and aftercare officers have become involved in many preventive and diversionary programs in an attempt to intervene effectively before delinquent behavior is serious enough to warrant formal court action. These programs include recreation, life skills, placement coordination, victim-offender reconciliation, remedial education and integrated assessment.

A feature of many of these programs is a sharing of resources with other agencies and resource personnel such as police youth services, children's aid societies, children's mental health programs and school officials. This shared planning and use of special programs has further enhanced the ministry's ability to achieve the goals of reducing the institutional programming of young people in conflict with the law.

The Program Policy Group is involved in the development and analysis of broad policy issues and priorities which influence the effective delivery of services to children with special needs and their families.

During the past year, program policy has completed the following projects, papers and activities:

Foster Care: A Discussion Paper

Clinical Assessment in Children's Services: A Discussion Paper

The State of the Art: A Background Paper on Prevention

Child Welfare in Ontario - Past, Present and Future: A Discussion Paper

A Review of Four Systems for Classifying the 'Impossible' Child Adolescent, co-sponsored with the Laidlaw Foundation

Coordination of ministry research awards from the provincial lottery totalling \$400,000

Evaluation of Phase I Local Children's Services Committees

Involvement in 400 unaccompanied refugee minors' agreement with the federal government

Preparation of ministry response to proposals for the federal *Young Offenders Act* and participation in an inter-ministry group which prepared Ontario's official response

Coordination of Ontario's analysis of costs for the proposed *Young Offenders Act*

Participation in the activities of Ontario's coordinating committee for International Year of the Child

The Standards and Information Unit is primarily a research evaluation and development unit. Its work falls into three spheres: developing standards of care for children in publicly funded services; researching, evaluating, developing and implementing existing and proposed funding for residential and non-residential children's services; developing and maintaining information systems.

Some of the unit's information systems include a tracking system to assist the ministry in monitoring the progress of children in treatment facilities; a residential and non-residential services directory and inventory; a child abuse register; a children's research information system; and other ongoing systems such as the day nurseries information system.

The unit conducts operational reviews of programs: children's aid societies, children's mental health centres, children's and youth institutions and other selected residential care facilities.

The board advises the minister on the current state of training schools and the welfare of wards. The plans made for each ward's return to the community are evaluated by the board and an appropriate recommendation is then made to the minister.

Members

Barry Lowes, MA, Chairman
Joan Riches, MSW
Ron Jones, M.Ed., LL.D
Margaret Kirkpatrick, MSW
Theresa Taylor

Child Welfare Review Committees are appointed to hear matters relating to the approval of estimates of expenditures submitted by children's aid societies (or the district child welfare budget board) and to the minister. A chairman is appointed by the minister, one member is appointed by the Ontario Association of Children's Aid Societies, and one member is appointed by the municipal council or the district child welfare budget board.

**The Children's Services
Review Board**

The Children's Services Review Board is set up to head appeals from day nursery and children's residential care facility operators who are dissatisfied with the terms and conditions of their licences. It also hears appeals from those operators who have applied for licences but were refused, and those who have had their licences revoked or not renewed. Committee members are:

Mr. J. Eric Ford (chairman)
Dr. Donald F. Bellamy
Dr. Robert Briggs
Dr. Valentin Cruz
Mrs. Mary Lou Curtis
Mr. Guilford W. Deverell
Mrs. Patricia MacKay
Mrs. Mary McNie
Mrs. Helen Wood

North

In 1979 the region established three area offices, in Timmins, Thunder Bay, and Sudbury; and one regional office in Sault Ste. Marie.

During the first year of operation, the region has implemented 12 new programs servicing the north through the northern priority funds in responsibilities such as mental health, observation/detention, and group care. Twelve three-year demonstration projects have also been launched in various parts of the region to explore the different kinds of service systems that would be meaningful to children and families in the areas.

In addition, the children's aid societies have received additional funding for hiring foster care coordinators, and the region has been able to secure a foster care coordinator for a two-year period to ensure the implementation of the Children's Services Division's foster care initiatives.

Francophone initiatives were also introduced to the region in 1979, and it is anticipated that new programs will be operational in the 1980-81 fiscal year. Several new children's mental retardation community support programs have also been approved within the region; they are expected to develop over the coming year.

Local coordinating groups have been established in Sudbury, Algoma, and Thunder Bay for the purposes of exploring the possibilities within the Northern Region for the development of local Children's Services Committee model.

The Regional Office has also benefited from the completion of four needs assessment studies during the past year. Those studies will be examined and services developed or altered to accommodate the needs of children and families within those given areas.

Southeast

The Southeast head office is located in Kingston. Area offices are in Kingston, Peterborough, and Ottawa.

In 1979-80 the Southeast Region moved towards generic program supervision with inter-program assignments of responsibility and on-the-job training.

In cooperation with the Adult Services Division, the region developed coordinating mechanisms for the delivery of services to the developmentally handicapped.

1979-80 saw the development and implementation in the Southeast of a generic proposal review system, in which all children's program proposals are assessed on essentially the same criteria.

A hard-to-serve system was put in place and local hard-to-serve committees have been implemented in several communities.

The region moved towards a regionalized network of local community coordination committees in 1979-80. As well, a regional, area, and community planning orientation has begun to evolve.

Central

The Central Region has its head office in Toronto; the area office is located in Barrie. The major accomplishments or initiatives undertaken by the Central Region during 1979-80 involve training schools and community alternatives.

Two training schools, Kawartha Lakes and Pine Ridge, were closed. Simultaneously, a program of community alternatives for training school wards was initiated, including the establishment of an Intake/Wardship Planning Unit under contract with Kennedy Youth Homes to provide a secure residential base for wards during a 5-6 week assessment/planning process.

An Interim Secure Aftercare unit, to provide short-term care for wards during a crisis or when there is a need to stabilize behavior, was developed.

An individual home placement program, which provides a normal home environment for a single ward, was developed.

Two or three semi-secure facilities have also been developed under contract with private organizations. These are to provide residential care for approximately 18 boys and 9 girls.

Finally, in 1979-80 the Central Region developed a comprehensive plan to improve the service network for hard-to-serve children.

Southwest

The Southwest Region has, during the past year, been involved in a process of setting the stage for consolidation and realignment of the existing services for children. Emphasis has been placed on assessing the services that have been recommended, in order to correct a traditional scarcity of resources. Considerable effort has been directed to the support of local service committees in order to assist in the development of community response to service needs.

The other major areas of involvement have been rate review of the children's boarding homes, program reviews, assistance to children who require special programming, budget analysis, budget negotiations, and the initial development of a coordinated children's services/adult services approach to programs for the mentally retarded.

Mental Retardation Facility Services Division

The Mental Retardation Facility Services Division delivers programs and services to the developmentally handicapped and their families through 17 government-operated facilities, 10 community/board-operated facilities and four diagnostic and assessment centres.

This division provides a comprehensive range of treatment and training programs and services in facilities for persons with developmental disabilities. It supports and promotes the development of community programs and accommodation alternatives to encourage integration of the developmentally handicapped into society.

Assessment and diagnostic services for the community at large are also offered in addition to crisis intervention, parent relief, residential care, nursing and medical care, and treatment programs as required. In addition, the division operates behavior modification programs and other highly specialized services. It also offers programs of instruction for parents and staff in the care and training of the mentally retarded. As well, the division conducts and supports highly specialized programs of research and education into the causes, prevention and treatment of mental retardation, intended to reduce its severity and incidence. It offers workshops providing varying degrees of skills training in a number of Schedule I* and Schedule II** facilities.

The division provides recreational and social activities as well as a full range of consulting and advisory services to support the daily operations and management of facilities for the mentally retarded.

During the fiscal year the division continued to reduce the resident population in Schedule I facilities, as alternative community accommodation and support services were developed.

There was a net reduction in Schedule I facilities of 189 residents; an additional 276 adults and 44 children were placed in alternative community accommodation.

Four regional administrators were appointed for a two- to three-year period in 1979-80. Their chief task lay in facilitating the ministry's reorganization. They are involved in strategic planning on behalf of the facilities, working with the eight directors of the Children's and the Adult Services Divisions.

Some of the major divisional accomplishments during 1979-80 include the following:

- The division entered into an agreement with Extendicare Ltd. of Toronto to provide two group homes of eight beds each in Metropolitan Toronto for severely and profoundly retarded adults and children. The eight children and eight adults chosen for this new program will be former residents of Toronto, selected from ministry-operated facilities. Surrey Place Centre, a Schedule I facility in Toronto, will directly control the programming in the group homes as well as monitor their operation. This arrangement will assist in evaluating how well the more severely retarded individuals can function in a community setting. This is a one-time project of the ministry, aimed solely at developing methods which can be used in community programs.
- Highly specialized treatment and training units for deaf, blind, and multisensory handicapped mentally retarded individuals were established, bringing the overall total within the division to 10 units.
- A comprehensive study was initiated to identify deaf, blind and multisensory handicapped individuals within the Schedule II system as a preliminary phase to determining services and programs for this client group.

- A committee was established to review the problem of disturbed retarded individuals within facilities for the mentally retarded. The mandate of the committee was to address the need for expanded services in Schedule I facilities, the location, number and types of beds required, and the estimated cost of operation including staffing requirements.
- The peer review process, through which program effectiveness in Schedule I and II facilities is monitored and evaluated, was undertaken.
- In addition, operational audits involving all consultants in the division were conducted in a number of Schedule I facilities to review the day-to-day operational effectiveness and efficiency of facilities.
- Guidelines for resident safety and the reporting and investigating of serious incidents in facilities for the mentally retarded were prepared. These guidelines are to ensure the development of preventive measures applicable to resident safety in all mental retardation facilities, and to guarantee that effective responses to resident safety will occur within the system.
- Occupational Therapy Standards and Guidelines for use in facilities for the mentally retarded were developed.
- The division participated in the development of ministry standards for safety equipment and protective clothing.
- Procedures for confidentiality and release of information in mental retardation facilities were developed.
- A mental retardation prevention program for Southeast Ontario, to be conducted by Queen's University and Ongwanada Hospital, Kingston, was finalized and implementation commenced.
- The division assisted in the development of a community residence to relieve overcrowding and to provide additional programming space in a Schedule II facility.

* Schedule I facilities are owned and operated by the ministry.

** Schedule II facilities are funded by the ministry and operated by local community boards.

- The organizational arrangements in Schedule I facilities were revised to complement the overall ministry reorganization and trend towards community living for the mentally retarded by establishing a Community Services Division within each Schedule I facility. Each division clearly identifies and coordinates all community services for the mentally retarded.
- An Environmental Improvement Plan in selected Schedule I facilities was introduced to improve management practices.
- The division is cooperating with the Strategic Planning and Policy Secretariat and the Adult Services Division, in a study of adults discharged from facilities for the mentally retarded over the past five years. The purpose of the study is to explore the impact which deinstitutionalization has had both on the service system and, most importantly, on the individuals involved.
- Increased funding and support was provided as the result of a proposal from a Schedule II facility for the implementation of a seating program for residents with posture problems.
- The data base for the resident statistical system was expanded, and the users' manual was revised accordingly.

The overall goals and objectives of the division in the coming year will focus on the further preparation of Schedule I and II residents for community placement. In addition, the division is continuing its efforts to ensure, whenever and wherever possible, that facilities reflect a homelike environment including individual living arrangements for those residents who will continue to live in provincially operated facilities for some time to come.

In summary, during 1979-80 the Mental Retardation Facility Services Division and the Consulting Services Branch were responsible for delivering programs and services to the developmentally handicapped and their families through 17 Schedule I facilities and 10 Schedule II facilities. These facilities provided care, treatment and training for approximately 7,000 developmentally handicapped persons; they also supervised approximately 200 residents in approved homes under the jurisdiction of Schedule I facilities and four diagnostic and assessment centres. The statistical data which follows indicate the significant dimensions of this program.

The Facility Consulting Services Branch has funding responsibility for four diagnostic and assessment centres located at Hamilton, Ottawa, Sudbury, and Windsor. This branch is also responsible for coordinating and directing the activities of professional and service consultants. Such activities are directed towards improving the overall efficiency and effectiveness of community/board-operated facilities and government-operated facilities. In 1979-80, the branch consultants, on a conjoint basis, conducted comprehensive operational audits in a number of government-operated facilities; this detailed review will become an ongoing procedure.

Movement of Population
Schedule I Facilities for the Mentally Retarded, 1978-79 and 1979-80 Fiscal Years

Facility	Admissions		Discharges		Population in residence at end of March		Population on books at end of March	
	1978-79	1979-80	1978-79	1979-80	1979	1980	1979	1980
Aurora, Pine Ridge	10	13	13	16	121	125	150	155
Brockville, St. Lawrence Regional Centre	33	53	46	50	96	100	157	171
Cedar Springs, Southwestern Regional Centre	53	60	71	74	696	655	723	686
Cobourg, D'Arcy Place	138	144	149	161	133	129	154	151
Edgar, Adult Occupational Centre	93	127	117	145	246	250	266	262
Goderich, Bluewater Centre	15	25	25	27	106	118	109	121
Gravenhurst, Muskoka Centre	13	15	19	17	237	242	259	269
London, CPRI	382	380	357	370	133	133	141	134
Orillia, Huronia Regional Centre	48	59	112	97	1,096	1,021	1,137	1,050
Palmerston, Midwestern Regional Centre	47	50	54	52	205	190	216	197
Pictou, Prince Edward Heights	45	43	57	62	403	375	427	404
St. Thomas, St. Thomas Adult Rehabilitation Centre	27	31	54	36	152	155	155	155
Smiths Falls, Rideau Regional Centre	79	74	101	55	1,100	1,043	1,160	1,102
Thunder Bay, Northwestern Regional Centre	23	21	31	19	161	159	173	174
Toronto, Surrey Place Centre	294	345	291	345	8	11	11	11
Whitby, Durham Centre for the Developmentally Handicapped	16	14	33	15	128	140	129	142
Woodstock, Oxford Regional Centre	60	45	74	58	677	669	700	694
Total	1,376	1,499	1,604	1,599	5,698*	5,515**	6,067	5,878

* Does not include 100 residents on leave of absence, 196 residents in approved homes and 73 residents in facility-operated community residences on March 31, 1979.

** Does not include 92 residents on leave of absence, 195 residents in approved homes and 76 residents in facility-operated community residences on March 31, 1980.

Movement of Population

Schedule II Facilities for the Mentally Retarded, 1978-79 and 1979-1980

Facility	Admissions		Discharges		Population on books at end of March	
	1978-79	1979-80	1978-79	1979-80	1979	1980
Ajax, Christopher Robin Home for Children	28	30	14	24	51	47
Brantford, Brantwood	16	8	14	9	89	90
Hamilton, Rygiel Home	69	113	55	110	93	96
Kingston, Penrose and Hopkins Divisions Ongwanada Hospital	108	81	98	56	245	266
Kitchener, Sunbeam Home	111	66	108	54	127	136
Oakville, Oaklands Regional Centre	92	103	92	103	154	154
Plainfield, Plainfield Children's Home	9	5	3	1	70	66
South Porcupine, Cochrane-Temiskaming Resource Centre	50	53	57	48	79	94
Thunder Bay, M.R. Unit Walter P. Hogarth Memorial Hospital	9	12	6	9	104	101
Vineland, Bethesda Home	7	10	14	12	112	113
Total	499	481	461	426	1,124	1,163

Finance and
Administration
Division

Federal-Provincial
Cost Sharing

Customer Service
and the
Regulatory Process

The Finance and Administration Division is responsible for the introduction and implementation of new and improved management processes within the ministry; for developing management information systems and providing systems and computer support; and for providing personnel, accounting and other administrative services to the ministry.

Corporate financial activities are consolidated under the Executive Director of Finance, who is responsible for overall financial planning and control in the ministry as well as for other areas of financial administrative support.

During 1979-80, emphasis was placed on the development and implementation of a wide range of management systems across the ministry. These included improved staff training, performance appraisal and work planning.

The division is responsible for the ongoing administration of federal-provincial cost-sharing agreements, also for providing guidance to all divisions concerning Customer Service and Affirmative Action.

The Canada Assistance Plan and related cost-sharing arrangements (notably the Young Offenders Agreement and the Vocational Rehabilitation of Disabled Persons Agreement) have a significant influence on the planning of ministry programs. Under these agreements, the greatest possible advantage from revenues is achieved through providing advice concerning program design, delivery arrangements, and setting up information gathering systems that support claims. Additional effort is expended in the maintenance of schedules to the agreements and in the negotiation of cost-sharing when program changes take place.

The government in general, and this ministry in particular, is committed to the improvement of access by the general public to the government and to simplifying as much as possible the process by which the public does business with the government.

The emphasis on improved customer service is especially evident in two important spheres. First, that of contact with government, which includes speedy responses to enquiries for information and services. The second sphere is the more complicated and wider concept of the public's ongoing business relations with government. Here, the emphasis is on lower costs and a decrease in the number of regulations and forms required in government transactions with members of the public. The ministry's coordinator of customer service and the regulatory process ensures that significant progress is maintained in both spheres.

Accounts Branch

The Accounts Branch provides financial information and accounting services for the ministry by processing all requests for treasury payments; recording all financial data for public accounts purposes; delivering salary cheques; performing salary verification; depositing revenues; and preparing claims to ensure that maximum revenue is obtained from Ottawa, as most ministry expenditures are shared with the federal government.

Financial Advisory Services Section

This section was created in 1978-79 to provide financial and business management advice to ministry management. In 1979-80 the section began to change its role to reflect the overall decentralization of the ministry, and a conscious effort was made to transfer the advisory services function for the agency network to regional jurisdictions.

In line with its mandate as a corporate support group in the financial administration area, the section has developed, among other projects, a financial administration manual for use in the regional/area offices and is in the process of reactivating and redesigning the manual's function in the ministry. The section also provides ongoing technical support to the ministry's Audit Committee and the Senior Advisor, Federal-Provincial Cost Sharing.

Financial Planning and Program Analysis Branch

The Financial Planning and Program Analysis Branch continued to provide senior management with a staff support capacity by developing financial planning, controlling and reporting processes within a result-oriented management framework; coordinating the preparation of the annual estimates; monitoring and reviewing ministry expenditures; analyzing financial and administrative implications of program and policy proposals; and acting as the focal point in the ministry's relationships with Management Board of Cabinet.

Capital and Administrative Services Branch

The role of the Capital and Administrative Services Branch is to provide administrative support services to meet operational requirements, in addition to technical support in all aspects of capital expenditure. The units of the branch include service in Accommodation, Purchasing, Records Management, General Services, Capital Projects, Financial Services, and Library Services.

As a result of the ministry reorganization, accommodation projects for four new regional offices were finalized, and the planning and implementation of co-locating field operations was initiated. In addition, the approved accommodation projects involving major capital, minor capital, and alterations were implemented. A program to promote energy management was continued in facilities operated by the ministry, and studies to reduce energy consumption in facilities operated by agencies were carried out.

While there has been a general decline in the funds for major capital projects, the number of smaller projects has increased. Evaluation of significant projects that have been completed is now carried out by branch staff and reviewed by the operators and program consultants. The regulations, procedures and requirements pertaining to capital assistance for agencies have been generally standardized across all programs.

A computer system (CAPCOMS) designed to provide improved control and cash flow information related to major and minor capital funding is now in operation.

The Supply Management program, through the Purchasing Section, continued the practice of sponsoring an annual toy and gift show for viewing primarily by staff from the ministry's facilities.

The Records Management programs of forms design, systems for records handling, and word processing were in heavy demand as a result of the ministry's new regional orientation.

Library Services, to meet increasing requirements, were improved by an expansion of the computer literature search services and in-house holdings.

Personnel Services Branch

The branch is concerned with the provision of effective current and long-term personnel management services to support line programs and ministry employees.

The Regional Operations Section provides for support, advice and service to line managers and employees on continuing personnel management requirements related to matters such as employment, compensation, employee relations and employee benefits. The personnel staff are located at various centres throughout the province and report to regional personnel managers located in London, Sudbury, Kingston, Toronto, and headquarters unit at Queen's Park.

During the past fiscal year, the regional personnel staff worked closely with management on personnel management actions associated with: ministry reorganization and decentralization; closures of Kawartha and Pine Ridge Training Schools and the placement of surplus staff; the introduction of the new Occupational Health and Safety legislation and orientation related to new or amended policies, practices and procedures.

In the coming year, the branch anticipates the continuation of improvements in policy and practices related to ministry employees' work environment through further initiatives in health and safety, absenteeism, and rehabilitative employment programs. With continuing support to organizational adjustments and plans, the branch also expects to improve the employment and compensation systems.

The Planning and Standards section was established to plan, develop, coordinate and maintain policy, standards, and practices in staffing, compensation, employee relations, and records and information systems. In addition, the section is responsible for the development of proposals to meet current and future personnel management needs, as well as for the performance of corporate personnel functions.

All staffing policies, procedures and practices were reviewed to complement ministry delegation and decentralization, resulting in the development of a comprehensive staffing policy. New initiatives were undertaken to implement employment programs for the handicapped in Metro Toronto and the Southwest Region. The special employment unit coordinated the placement of 1,102 Experience '79 students and evolved plans for Experience '80, the Ontario Career Action Program, and cooperative student placement, in addition to coordinating the regular summer employment programs.

Compensation policies, procedures, and practices were reviewed and revised so that the majority of classification decisions could be delegated to regional personnel staff.

Policies, procedures, and practices related to the delegation of authority for personnel management, discipline and grievances were reviewed and amended to reflect the revised ministry organizational structure. Eighty-six grievances were lodged at the Grievance Settlement Board by ministry employees; 48 were resolved or withdrawn. Three grievances were heard by the board: one was decided in the ministry's favor, two in the employees' favor. Hearing dates for 33 grievances, including some from last year, have not yet been scheduled.

In addition, the Employee Relations Section participated in government negotiations on working conditions and benefits as well as salary negotiations for several categories.

The Records and Information Unit was reorganized, and staff were transferred to regional processing units in line with the decentralized structure. In addition to being responsible for the development of policy and procedures and processing of organizational data, the unit prepared a variety of reports for senior management, central agencies and personnel staff; for example, staff strength reports, classified structure ceiling reports, organization and employee information.

The Management Improvement Branch has as its objective the development and implementation of an integrated management system across the ministry in order to facilitate better program and human resource management.

In the development and implementation of management systems and processes, the branch provides advice, assistance, and guidance to the ministry. Some of the areas worked on in the past year include staff training, management development, manpower planning, performance appraisal, operational (work) planning, administrative policy, and affirmative action.

The branch is comprised of three sections: Affirmative Action, Human Resource Management Systems, and Program Management Systems.

The ministry is committed to Management Board of Cabinet's directive to ensure the continued implementation of the government's Affirmative Action program. During 1979-80 the branch encouraged ongoing activities such as counselling for female employees, conducted and publicized career development workshops, established an Executive Career Development program for women with career objectives leading to management; developed a quarterly newsletter, entitled *Mainly for Women*, aimed at publicizing the affirmative action initiatives of the ministry; and developed and introduced an educational assistance policy supporting career development. Plans are under consideration for the closer integration of Affirmative Action with other management planning and evaluation systems, and for increased participation in career development rotations and assignments.

The Human Resource Management Systems Section provides advice in the definition of staff development needs, support in the development of new and revised processes for performance appraisal, and guidance in the delivery of specific management development programs to all levels of ministry management.

Throughout the ministry, 1979-80 saw the establishment of an improved process for the preparation of Annual Training Plans, the development and implementation of a revised policy governing the granting of Educational Leave and Assistance, the dissemination of a policy covering performance appraisal, and the delivery of a Customer Service Training Program. Plans are under consideration for the introduction of a Managerial Performance Appraisal System, the establishment of a Middle-Management Manpower Planning and Development process, and manpower planning systems for financial officers and data processing personnel.

The Program Management Systems Section provides advice in developing and implementing a broad range of program management systems. These include systems for establishing objectives; allocating, organizing, and directing resources; and ensuring that desired results are attained efficiently and in accordance with established policy.

In 1979-80 an improved process for the preparation of Annual Work Plans was implemented, and a policy strengthening control over the process for entering into agreements was promulgated. Plans are under consideration for the introduction of an integrated financial and operational (work) planning process, the initiation of program performance reporting, and the development of an overall ministry management system model.

This branch provides effective systems support to ministry branches and divisions by designing, developing, and implementing computerized information systems; providing consultation, advice and technical support; conducting feasibility studies; and enhancing operational systems to ensure efficient use of data processing personnel, equipment and resources in achieving ministry goals. Several major activities took place in 1979-80. Among these was the enhancement of the General Welfare Assistance Computer System to include seven additional municipalities (thus serving a total of 12), so that welfare assistance claims can be processed efficiently and speedily. Other activities were the implementation of an interim Financial Information System; the design, development and pilot test of a Child Advocacy Information System to gather non-clinical data on children receiving residential services in Ontario; the design and development of a Capital Commitment System; and the development of specifications for a network of 32 Remote Data Entry Computer Terminals to support the Decentralization of the Family Benefits program.

Honor Roll of Service

Employees Attaining 25 Years Service in 1979-80

D. Abramowitz Personnel	F. C. Gosnell START Centre	J. Millistver Northwestern Regional Centre
W. L. Armstrong Rideau Regional Centre	G. D. Graham CPRI	A. W. Morrow Windsor Area Office
C. F. Bagley Adult Occupational Centre	A. J. Grant START Centre	W. E. Moss Rideau Regional Centre
P. M. Baxter Huronian Regional Centre	D. E. Greenslade Pine Ridge	M. E. Nemec Northwestern Regional Centre
T. H. Bennett Rideau Regional Centre	F. E. Hall START Centre	H. N. Parnham Huronian Regional Centre
L. J. Bertram Muskoka Centre	M. Hamilton Rideau Regional Centre	H. W. Pringle Huronian Regional Centre
J. D. Bobier Rideau Regional Centre	H. J. Hare Peterborough Area Office	M. Skwierczynski Oxford Regional Centre
A. H. Brouillette Income Maintenance	M. M. Hare Accounts	W. A. Smith Huronian Regional Centre
D. H. Bygrove Rideau Regional Centre	L. G. Hawke Huronian Regional Centre	W. J. Smith Brookside School
C. J. Campbell Brookside School	C. V. Hayes D'Arcy Place	H. M. Spicer Probation and Aftercare
N. M. Campbell Brookside School	E. P. Hogan Rideau Regional Centre	A. G. Steele Oxford Regional Centre
H. R. Card D'Arcy Place	R. Howard Rideau Regional Centre	M. C. Stewart START Centre
A. M. Cassibo Rideau Regional Centre	D. M. Hughes Northwestern Regional Centre	C. E. Vivian Huronian Regional Centre
R. J. Christiansen Northwestern Regional Centre	C. I. Hunter Rideau Regional Centre	J. A. Vonderheyden Oxford Regional Centre
M. A. Cleroux Rideau Regional Centre	G. E. Johnston Rideau Regional Centre	N. E. Weir Brookside School
H. F. Cresswell Huronian Regional Centre	P. Karpowich Northwestern Regional Centre	C. G. Weitzel Oxford Regional Centre
M. H. Cross Northwestern Regional Centre	F. Leack START Centre	L. C. Wells Pine Ridge
W. V. Cusack Sprucedale School	L. R. Leigh Huronian Regional Centre	A. L. Willoughby Rideau Regional Centre
H. R. Dignam Peterborough Area Office	F. G. Lewington Huronian Regional Centre	M. Yasinski Northwestern Regional Centre
J. Damer Observation and Detention Home Central Region	F. E. Loveless Brookside School	M. E. Yon Huronian Regional Centre
E. I. Dorman Rideau Regional Centre	E. J. Maidment Rideau Regional Centre	D. H. Zavitz CPRI
W. L. Eby Midwestern Regional Centre	J. G. McConnell Huronian Regional Centre	W. D. Zawaski Northwestern Regional Centre
T. J. Embley Brookside School	J. G. McGuire Huronian Regional Centre	
M. O. Garry Huronian Regional Centre	E. M. McRae Rideau Regional Centre	

**Boards, Agencies and Commissions
to which the Government of Ontario
Appoints All or Some of the Members**
(Listed by Ministry)

February 1, 1980

Beechgrove Regional Children's Centre
Board of Governors
*The Children's Mental Health Services
Act, 1978*, sec 4, subsec 2

Inquiries:

Children's Services Division
1055 Princess Street, Suite 305
Kingston K7L 5T3
Chairman: Naldrett, Evelyn

Boards of Management for Homes for
the Aged and Rest Homes
*Homes for the Aged and Rest Homes
Act*, RSO 1970, ch 205, sec 9;
*Homes for the Aged and Rest Homes
Amend. Act, 1973*, ch 27, sec 3

Inquiries:

Singer, Mrs. Dorothy
Senior Citizens Branch
4th Floor, Hepburn Block
Queen's Park, Toronto

(In Territorial Districts throughout
Northern Ontario)

Children's Services Review Board
The Children's Residential Services Act,
1978, sec 3

Inquiries:

Ford, Mr. Eric
P.O. Box 251,
Toronto-Dominion Centre
Toronto M5K 1J4
Chairman: Ford, Eric

District Welfare Administration Boards
*District Welfare Administration Boards
Act*, RSO 1970, ch 132, amended 1972

Inquiries:

Alfieri, Domenic
Income Maintenance Branch
10th Floor, 2195 Yonge Street
Toronto

(In Territorial Districts throughout
Northern Ontario)

Medical Advisory Board - Family
Benefits Act
Family Benefits Act, RSO 1970, ch 157,
sec 15

Inquiries:

Sturgeon, Dr. Alec W.
10th Floor, 2195 Yonge Street
Toronto
Chairman: Sturgeon, Dr. Alec W.

Medical Advisory Board - Vocational
Rehabilitation Services
Vocational Rehabilitation Services Act,
RSO 1970, ch 484, sec 9(j)

Inquiries:

Crichton, P.
Adult Social Services
4th Floor, Hepburn Block
Queen's Park, Toronto
Chairman: Cranfield, Dr. H. V.

Social Assistance Review Board
Family Benefits Act, RSO 1970, ch 157
*The Ministry of Community and Social
Services Amendment Act, 1974*, sec 6

Inquiries:

Room M1-56, 57,
Macdonald Block
Queen's Park, Toronto
Chairman: Borczak, Merian

Soldiers' Aid Commission
Soldiers' Aid Commission Act, RSO
1960, ch 377
*The Soldiers' Aid Commission
Amendment Act, 1970*, ch 83

Inquiries:

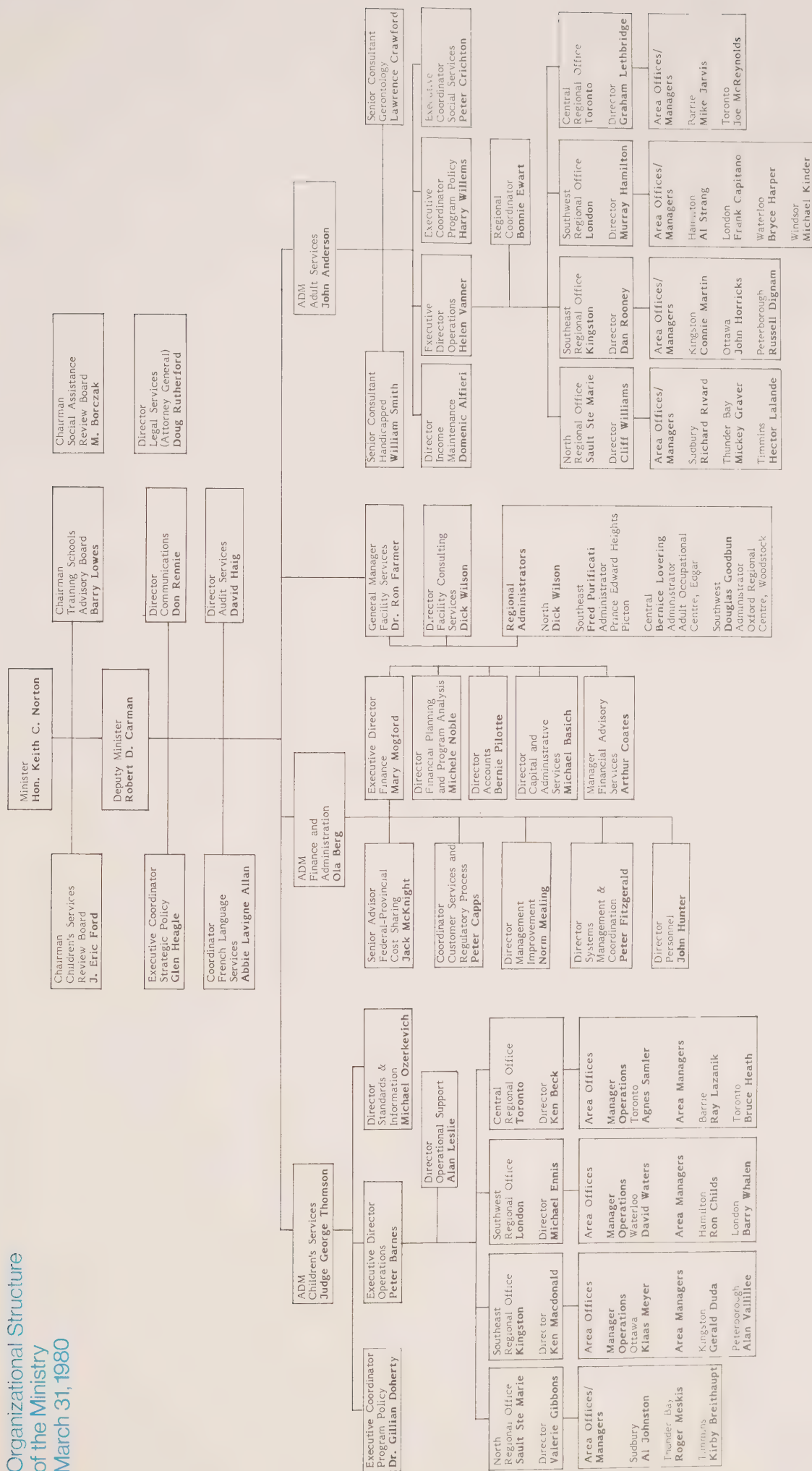
7th Floor,
2195 Yonge Street
Toronto
Chairman: Littleford, E. W.

Training Schools Advisory Board
The Training Schools Act, RSO 1970, ch
467, sec 6
The Training Schools Amendment Act,
1978, ch 66, sec 2(1)

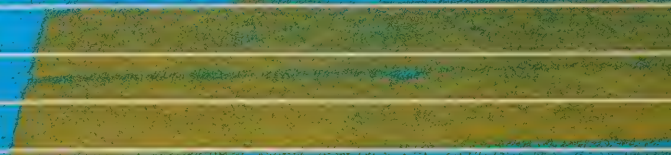
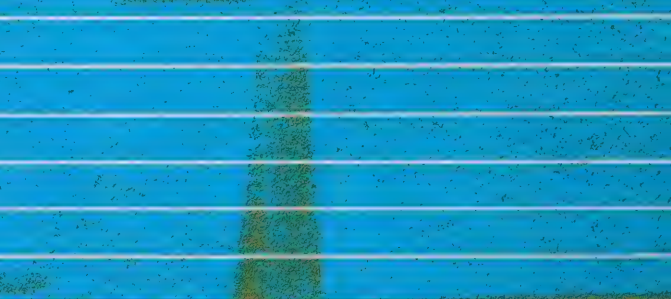
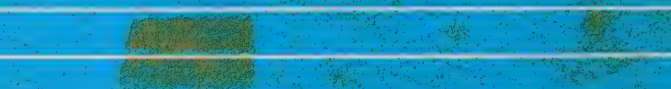
Inquiries:

2nd Floor,
700 Bay Street
Toronto
Chairman: Lowes, B. G.

Organizational Structure of the Ministry March 31, 1980







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Report of the
Ministry of
Community and
Social Services

50th Annual Report
for the Fiscal Year
Ending
March 31, 1981

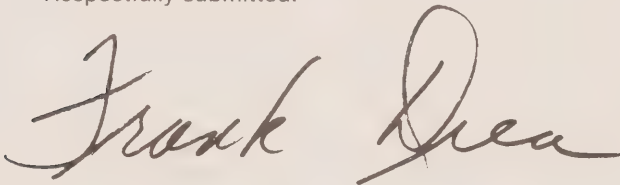


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To His Honor
The Lieutenant Governor
in Council

May it please Your Honor:
The undersigned has the honor
to present the 50th Annual Report
of the Ministry of Community and
Social Services for the fiscal year
ending March 31, 1981.

Respectfully submitted.



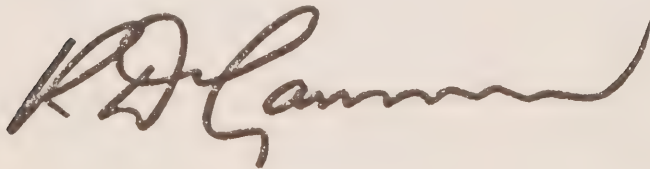
Hon. Frank Drea
Minister

To The Honorable Frank Drea
Minister of Community
and Social Services, Ontario

Sir:

I have the honor to present the 50th
Annual Report of the Ministry of
Community and Social Services for
the fiscal year ending March 31, 1981.

Respectfully submitted.



R.D. Carman
Deputy Minister

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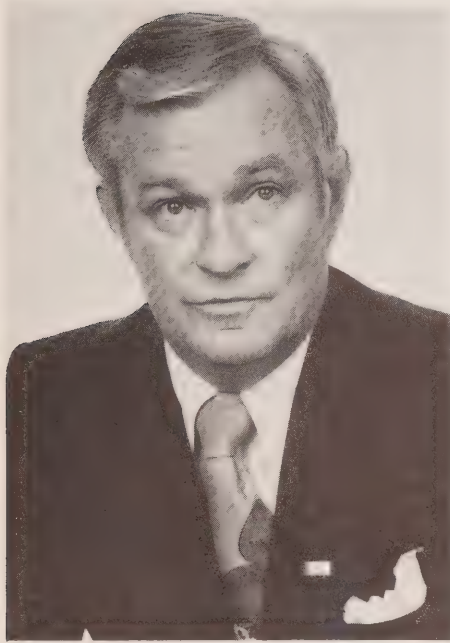
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Cover Photograph

Susan Spani and friends.

Susan Spani is nineteen years old, and has lived at Oaklands Centre, Oakville, for six years, visiting her family every weekend. She gets around in her electrically powered wheelchair, and communicates with other people using her Bliss board. Staff at Oaklands are helping Susan to prepare for future living in a group home.

Minister's Message



"The importance of the role of the family in our society cannot be too strongly emphasized. This has been a consistent view of the Government, and one which it upholds in a range of accepted provincial policies and programs. Government's activities therefore, will continue to reflect and respond to the nature of our people and their desire that family life and other traditional values remain an influence and force in the Ontario way of life."

This statement of policy in the Speech from the Throne represents a perceptive, responsible and unequivocal commitment to the enrichment of family life throughout the province.

As Minister of Community and Social Services, I strongly endorse this sometimes unrecognized tenet of government policy. In fact, as we move into the increasingly complex and challenging years ahead, the preservation of traditional family values becomes, for those of us primarily concerned with serving human need, a fundamental and inspirational foundation for administrative policy within this ministry.

The extent of the ministry's input into society through our various programs is well documented throughout the Annual Report. There are, however, several other aspects of future ministry activity and planning which deserve comment here.

I have already mentioned the importance of the family being perceived as a working partner in the fulfillment of our overall ministry objective. Only to the degree that this concept permeates our endeavours, will our objectives be reached in the years ahead.

This, coupled with a change of emphasis in the working blueprint for ministry direction in the coming year, makes apparent the need to improve the public's awareness and perception of both the nature and substance of the services which we provide. The opportunities available to us in this respect, mainly by virtue of on-going decentralization, are clearly apparent. I strongly urge each and every member of the staff to communicate with the public at every opportunity, at the local level.

In this respect, I believe it will be essential to convey and demonstrate the realities of our working partnership with the community, as well as to convey the essence of our main objective to render our services on an *individual* basis.

Throughout this process, we must develop a sensitivity to the changing demographics of the province, with its growing emphasis on the elderly. We must also discover new tools for bettering the lives of the young, the disabled and the handicapped who seek our guidance. Their aspirations of remaining contributing members to our vibrant Ontario community remain the reality to which this ministry dedicates itself.

Finally, each member of the ministry must approach his or her task with a fresh dedication to efficiency required by the comprehensive range of services we render. The recently evolving new emphasis I have placed on regional governments, as a concept for on-the-spot delivery and responsibility, will demand the loyalty and dedication of staffs. Many thousands of our citizens depend on it.

Commendation must go to the staff of the ministry for hard work in meeting the operational and organizational challenges of the past years. It is through these efforts and this dedication that the goal of making the Ministry of Community and Social Services truly responsive to the individual needs of the people of Ontario will be realized.

Deputy Minister's Report

During the fiscal year ending March 31, 1981, the Ministry of Community and Social Services undertook a number of initiatives in a continuing commitment to improved client service and to effective, innovative policy development, management and operation.

In terms of the organizational changes necessary to achieve these objectives, it was announced in November that, effective January 1, 1981, the Adult and Children's Regional Offices would be consolidated under one Director, except in Central Region. There, because of the density of population and consequent greater use of services, there are still two Directors. The Area Offices will continue to have Adult and Children's services in recognition of the unique needs of the two groups of clients.

The principles upon which this restructuring is based are that the new organization should:

- build on the strengths of the existing organization,
- retain a focal point for continued momentum and stewardship of both Children's Services and Adult Services initiatives,
- provide clear points of access to the ministry for advocacy voices on behalf of children and adults,
- further the decentralization of operational decision-making of the field and strengthen the capacity of the area offices to provide leadership in service delivery activities,
- improve the ministry's capacity to undertake mid-term and long term planning and to harmonize social services and income maintenance policy.

At the same time, the ministry announced changes scheduled for implementation April 1, 1981. These involved the realignment of the two Assistant, and one Associate Deputy Minister positions. The new designations are: Assistant Deputy Minister, Finance and Administration; Assistant Deputy Minister, Operations; Associate Deputy Minister, Children's and Adults' Policy and Program Development.

Consistent with the goal of customer service, a Public Inquiries Office was opened by the ministry on January 5th, 1981 on the first floor of the Macdonald

Block. The objective of this 'one window' operation which includes staff from the Communications Branch and a special services representative is to give the public easier access to information and assistance from the ministry.

The Tri-Ministry Project in Homes for Special Care and Nursing Homes recorded excellent progress during the year. Local advisory committees have been established in all areas of the province where assessments are underway. Their major responsibility, as sub-committees of the district working groups in mental retardation, is to review the information on the needs of the clients and to make program recommendations. Beginning in the summer, after several months of planning and co-ordination between the three ministries (Health, Education and Community and Social Services) and numerous agencies, assessments of a large number of clients have now been completed. These include 588 nursing assessments, 520 medical assessments, 680 functional assessments, and 483 social and family histories. In addition, upon completion of the assessments, 379 case conferences have been held and 90 clients are now in funded programs including infant stimulation, early childhood education, behavior management and pre-vocational training.

As an adjunct to these efforts, in November 1980, an admissions and screening task force was established in cooperation with the Ministry of Health to examine referral and admission procedures for extended care and homes for special care, and to make recommendations to the interministerial steering committee regarding the appropriate placement and long-term care of mentally retarded clients.

Community residential programs for retarded children also received increased support from the ministry this year as the funding formulae for agencies operating or wanting to operate residential programs were changed. The former 80 percent/20 percent funding split was updated to a 92 percent - 94 percent contribution by the ministry, a 3 percent - 5 percent parental contribution, with the remaining 3 percent to be provided by the sponsoring agency. This incentive resulted in the addition of 116 beds by the end of the year.

In further support of residential programs for retarded children, the ministry announced plans to introduce Special Needs Agreements and Special Services Agreements in the next fiscal year. The Special Needs Agreement is an agreement between the Province of Ontario and parents which acknowledges that a child has special needs which cannot be met at home. The Special Services Agreement is an agreement between parents and service providers which clearly outlines the special services that a child will be entitled to receive and how the agency and the parents will cooperate to see that these needs are met.

There is a cost associated with these agreements of between \$40-\$90 per month which the parents pay depending on their income. These charges are the minimum costs of keeping a child at home. The aims of the agreements are:

- to encourage parents to become involved in their child's individual training and progress,
- to provide funds so that additional services needed by children can be made available to them,
- to outline the rights and responsibilities of parents and staff in relation to the child,
- to promote the development of an individual program plan for every child admitted to or living in a residence for the developmentally handicapped.

Other special services for retarded children such as infant stimulation, behavior training, family support, parent relief, assessment and diagnosis, communication and specialized foster care, also increased this year with 76 new programs starting at a cost of \$3.96 million.

As well, services for developmentally handicapped adults in the community expanded to provide services to 777 new people in 1980-81. These programs, in addition to accommodation and workshops, included life skills programs, adult protective service workers and adult education. The total cost of this expansion was in excess of \$7.8 million.

1980-81 also saw the introduction of service planning for children's aid societies (CASs) across the province. These planning documents now form part of the budget submission of each society. They provide detailed information on what specific services each agency will buy for children and their families. The services reflect the unique priority needs of the individual communities the societies serve. As an incentive to do better planning and to improve dollar utilization, the ministry is encouraging local CASs to reinvest any savings generated by this new approach in new or expanded programs within the community.

In December, major initiatives for day care were announced by the Minister. The object of these initiatives was to assure that the provision of public resources is directed first to those with the greatest social and financial need. The new funds result in a 30% increase in provincial funding for day care programs. This increase significantly raises the total day care budget for the next fiscal year. The funds allow for additional subsidized day care spaces, assistance for municipalities in funding subsidized spaces in private day care centres, an increase in day care services for infants, and expansion of day nursery services for handicapped children.

Bill 82, The Education Amendment Act, 1980, was introduced and passed through the Legislature. This legislation provides for the education of all children, regardless of their handicap, under the auspices of the Ministry of Education through local Boards of Education programs. Our ministry participated in a cooperative task force with the Ministry of Education to develop a plan of implementation. This plan will see the eventual change from Vocational Rehabilitation Services funding by our ministry for these children, to funding by the Ministry of Education. Ministry staff are also liaising across the province with local Boards of Education currently operating 21 pilot projects to assess and determine appropriate placements for children who will be receiving education under this new Act.

As 1981 has been designated by the United Nations as the International Year of Disabled Persons, the ministry announced several initiatives to recognize this. In January, \$470,000 was committed to interpreter and intervenor

services for deaf and blind persons in Ontario. These programs are to be administered in cooperation with the Canadian National Institute for the Blind and the Canadian Hearing Society. An additional \$700,000 was allocated to expand by 52 spaces, attendant care services for the severely physically handicapped. In March, it was announced that services to autistic persons would be expanded at a cost of \$700,000.

The corporate communication plan whereby the ministry has agreed to supply literature, posters and information for dissemination to the public, is an important aspect of the IYDP initiatives. Two private corporations who have agreed to provide and fund the means of distribution and display are the Toronto Transit Commission and Procter and Gamble.

Family Benefits and General Welfare Assistance (FBA/GWA) recorded two increases during the past year. In April, at a cost of \$53.9 million, a 10% increase was announced by the ministry. An additional 7% increase was provided in January at an estimated cost of \$49 million. The Work Incentives Program (WIN) also grew over the year with an increased enrollment from 704 in April 1980 to 1387 in March 1981. The program is designed to assist clients receiving social assistance to become more self-sufficient, and to compensate people in situations where seeking employment might result in a reduction in income to the recipient.

In 1980-81, Phase 1 of the Income Maintenance Decentralization Project was completed. The purpose of this project is to bring the mechanism of control of welfare assistance closer to the client, thereby improving the ministry's ability to respond promptly to the needs of the public. The first phase of the decentralization of the FBA delivery system, which began in October 1979, has now been implemented in each of our 12 area offices. Field staff in these offices have been trained and have assumed responsibility for all caseload management relating to changes in client circumstances. In conjunction with this, the provincial computer -ONTAP System- has been introduced at the local level and 32 terminals are now operational, providing field staff with the ability to act immediately on any change in client circumstance.

There are currently 182 homes for the aged providing 27,967 beds for the care of Ontario's senior citizens. In March the ministry announced a five year, \$40 million program to expand, replace and renovate Ontario's homes for the aged. The cost will be shared equally by the homes operated either under *The Charitable Institutions Act* or *The Homes for the Aged and Rest Homes Act* and the province. As well as providing general upgrading to all homes in the province, these funds will directly benefit 13 institutions requiring major rebuilding or renovation projects during the term of the program. These projects cover areas from Chatham in the southwest, to Ottawa in the east and to Fort Francis in the northwest. This program reaffirms the ministry's commitment to the province's older citizens, and takes steps towards upgrading the quality of life for seniors throughout the province.

Continuing to recognize the unique requirements of the northern part of the province, the ministry announced a number of projects sensitive to the special needs of this region. Special programs for Northern Ontario included a \$500,000 commitment to the provincial Native Child Welfare Prevention Program as well as additional funding for specific programs in Temiskaming and Sudbury. "On-reserve" projects, designed jointly by the bands and the CAS, received \$363,000. As well, eight home support for the elderly projects were initiated during the year. Mental health services in the north also benefited with financial allocations to the Temiskaming and Parry Sound mental health programs totalling \$228,000.

Francophone services were improved during 1980-81 by the provision of funds to the Francophone Unit at the Sudbury-Algoma Sanatorium, the Mental Health Unit in Kapuskasing and counselling services at Long Lac and Kirkland Lake.

In its many activities over the past year, the ministry has sought to improve the quality of service in a number of areas as well as to expand services to those who are in most need. The above highlights demonstrate the ministry's continued commitment to the provision and improvement of a wide range of social services to the citizens of Ontario.

French Language Services

The ministry's commitment to improving its services in French, in keeping with the provincial government's related policies, was carried out in consultation both with the Franco-Ontarian community and with agencies and associations providing social services to French-speaking Ontario residents.

A French services policy, whose purpose is to provide Franco-Ontarians with equal access to ministry services and programs, was announced in September, 1980. Broad community support for the policy has ensured on-going dialogue with the French community towards ensuring that ministry response matches identified needs.

Within the ministry, implementation was facilitated by the newly-decentralized administrative structure. Consequently, more regionally-sensitive decision-making, combined with community-based services, resulted in improved French services in areas where Franco-Ontarians are numerous.

Offices in designated areas increased their capacity to respond in French to correspondence or information requests; offices in non-designated areas made a French response available through referral by telephone, or to bilingual French-speaking staff "intermediaries". Assistance, via a telephone consultation service and a lexicon of English-French social service terminology, was provided by the Office of the Coordinator.

Procedures were established to ensure: French language news releases and interviews with the French media; routine translation of all general interest pamphlets and publications; bilingual signage on ministry buildings in designated areas; French language components to electronic and print materials for public education campaigns; the availability of major ministry forms in French, along with various administrative documents.

Through a \$400,000 Northern Region allocation to francophone children (and their families) announced on September 23, 1980, and a number of annualized South-East Region grants, totalling \$750,000, francophones were provided with a variety of social services including children's mental health; family counselling; prevention of delinquency, addiction and family breakdown; social service needs studies; foster care promotion; mental retardation; volunteerism; rehabilitation; home support. These supplemented the existing bilingual program capacity within the ministry and its agencies, as well as the services received by the francophone public through regular programs.

The Office of the Coordinator is responsible for the coordination of French Services policy implementation, and reported accordingly to the Deputy Minister and, through the latter, to the Provincial Coordinator. The office was the focal point for French social services concerns as they involved other ministries, other levels of government, and Franco-Ontarian associations.

Services en langue française

L'engagement pris par le ministère pour l'amélioration des services en français, tout en tenant compte des politiques du gouvernement s'y rattachant, a été effectué au moyen de consultations avec la communauté francophone, de même qu'avec les agences et les organismes dispensant les services sociaux aux résidents franco-ontariens.

Une politique de services en français, le but étant de faciliter aux franco-ontariens un accès égal aux programmes et aux services du ministère, a été annoncée par le Ministre, l'Honorable Keith Norton, à Sudbury le 23 septembre 1980. Un solide appui accordé par la communauté en faveur de la politique en question a contribué à l'établissement d'un dialogue avec la communauté francophone, donnant, par le fait même, au ministère les moyens de dispenser les services conformément aux besoins.

L'application de la politique des services en français au sein du ministère a été facilitée par la nouvelle structure administrative qui vient d'être décentralisée. Par conséquent, chaque chef de secteur est en mesure de prendre des décisions conformes aux besoins de sa région. Ce système, associé aux services dispensés sur le plan communautaire, a contribué à l'amélioration des services en français dans les régions où l'on retrouve une importante concentration de francophones.

Les bureaux dans les régions désignées ont maintenant plus de personnel en mesure de répondre en français à la correspondance et aux demandes de renseignements; les bureaux situés dans les régions non désignées peuvent aussi dispenser les mêmes services en français, étant donné qu'ils ont à leur disposition un service téléphonique ou un personnel francophone bilingue "d'intermédiaires". Une aide est fournie par le bureau du Coordonnateur au moyen d'un service de consultations par téléphone et par un lexique de terminologie bilingue.

Strategic Planning and Policy Secretariat

Audit Services Branch

Une marche à suivre a été établie pour assurer: la publication en français des communiqués et des entrevues avec les médias français; la traduction routinière de tous les fascicules et publications ayant un intérêt général; la pose d'affiches bilingues dans les édifices du ministère dans les régions désignées; la préparation en français des campagnes d'éducation publique au moyen de films, d'affiches et de publications; la disponibilité des principales formules du ministère en français, ainsi que des divers documents d'ordre administratif.

Par un octroi de \$400,000 accordé aux enfants francophones et à leurs familles du Nord de l'Ontario (octroi annoncé le 23 septembre 1980), en plus de plusieurs autres subventions annuelles pour la région du Sud-Est s'élevant à \$750,000, les francophones ont reçu une gamme de services sociaux dans les domaines des services de la santé mentale chez les enfants; de la consultation familiale; de la prévention de la délinquance; de l'intoxication; de la déficience mentale; du recrutement de bénévoles; de la réadaptation; des programmes de soutien aux familles; des sondages sur les besoins ayant trait aux services sociaux; des moyens de promouvoir le placement familial, de l'éclatement de la famille, etc. Ces services s'ajoutent au programme bilingue mis en place au sein du ministère et de ses agences, de même qu'aux services dispensés à la population francophone par l'intermédiaire des programmes réguliers.

Le bureau du Coordonnateur est responsable de la coordination de la mise en oeuvre de la politique des services en français et doit se rapporter au sous-ministre et par ce dernier, au Coordonnateur Provincial. Le bureau est l'endroit où converge tout ce qui touche aux services sociaux, étant donné qu'ils impliquent d'autres ministères, d'autres niveaux de gouvernement, des organismes franco-ontariens, etc.

The Strategic Planning and Policy Secretariat, which reported directly to the deputy minister, provided the ministry with analytical support services. The secretariat was divided into two units, the Policy Secretariat and the Research and Statistics Section.

The Policy Secretariat was responsible for long-range planning, and the development and coordination of policy alternatives. It was also responsible for policy relations with the federal government, other ministries, and the various central agencies of the government such as the Cabinet Committee on Social Development.

The Research and Statistics Section funds and evaluates demonstration projects, funds research studies, and provides the ministry with evaluation and research, in addition to statistical services and publications.

This branch reported directly to the deputy minister until January 1981 when a phasing in of responsibility to the Assistant Deputy Minister of Finance and Administration began. It was a central support function responsible for the independent review of the financial and administrative control aspects of ministry operations, including the adequacy and reliability of financial records and reports.

Although branch administration is centralized, much of the work of the audit staff is in the field. Analytical and financial audits were conducted in ministry establishments throughout the province. Staff also visited local charitable corporations, private societies, and municipalities involved in ministry programs, to review their claims for grants and subsidies.

In addition to regular audit projects, the branch participated in some aspects of the operational review projects undertaken in children's aid societies by the Children's Services Division.

Communications Branch

The major mandates of the Communications Branch are to promote ministry programs and services and to provide current information on these to the general public and to specific groups such as clients, allied agencies and organizations, the news media, ministry staff and other ministries.

To fulfill these functions, the branch's professional staff initiate and carry through information projects; prepare and distribute news releases and speeches; produce displays, exhibits and audio-visual programs; and design and develop pamphlets, brochures, posters and other print materials. The branch staffs an inquiries unit that responds quickly and accurately to requests for information from the public. During 1980-81, the public inquiries section of the branch responded to more than 25,000 telephone, written and walk-in inquiries. More than 1,000 news media requests for information were coordinated through the Communications Branch.

International Year of Disabled Persons

The United Nations designated 1981 as International Year of Disabled Persons, and a number of Communications Branch projects were initiated during the year to support campaigns on behalf of disabled persons. Many of the IYDP efforts were undertaken in partnership with the private sector, other ministries, and community organizations and agencies.

For example, the branch, in cooperation with the Toronto Transit Commission which provided free space, produced posters in support of IYDP for display in Toronto Transit Commission vehicles.

Communications Branch also collaborated with other Ontario Government ministries to produce and distribute a pamphlet about the disabled, *The Hidden 10 Per Cent*, and entered into negotiations with the Ontario Educational Communications Authority for a series of television programs to be produced during International Year of Disabled Persons.

A ministry display featuring IYDP was designed, and was used by ministry staff and local organizations at fairs, exhibitions and other special events.

Ministry Restructuring

During 1980-81, as the ministry moved towards greater decentralization and delegation of authority, the branch undertook a number of public information initiatives to explain the restructure. Branch staff contacted all news media in the province, outlined the ministry services and programs that were being provided in their own areas, and distributed lists of ministry staff who could provide more detail on specific services and programs.

A number of new and revised publications were printed and distributed through offices, facilities, organizations and agencies. These included *We're Here to Help*, *Juveniles in Conflict with the Law*, *We'd like you to know*, *Services for Children*, and *Choosing Good Day Care*.

Other Activities

A number of innovative communications initiatives were undertaken during the year.

Among these was a controlled television campaign launched in the London area and supported by a complementary print campaign, promoting positive parenting among young mothers.

The branch, with the assistance of staff in the program areas, and in cooperation with the Law Society of Upper Canada, joined with other Ontario Government ministries to produce a television series, *The Law and You*. The first program dealt with child abuse.

To make information more accessible to all Ontarians, the branch opened a ground floor public inquiries unit on the first floor of the Macdonald Block at Queen's Park, in cooperation with the Citizens' Inquiry Service of the Ministry of Culture and Recreation.

The branch provided the public relations expertise during Senior Citizens' Week and produced print material on specific areas of public interest, including day care, the special needs/special services agreements, and vocational rehabilitation services.

The Office of the Assistant Deputy Minister, Adult Services, was responsible for the development and delivery of programs and policies for adults until December 31, 1980. These services were provided through a network of four regional, twenty-four area offices and about sixty local offices.

Support was given to the Office of the Assistant Deputy Minister through four main head office sections: Social Services, Income Maintenance, Program Policy and Operations.

With the assistance of the Social Services Unit at headquarters, accountability for all aspects of social service at the field level was greatly increased. The unit continued to develop standards and guidelines and to monitor and evaluate program delivery.

Significant steps to phase out Income Maintenance program delivery from head office were made in 1980. This decentralization, begun in the fall of 1979, was hastened by the implementation in 1980 of a computer network with terminals in area offices and larger local offices throughout the four regions, North, Southwest, Southeast and Central.

During this period the Program Policy Section of the Adult Services Division dealt with a range of issues. Long and short-term goals and priorities were developed for income maintenance and for adult social service programs. Recommendations for improved service delivery options were implemented at the field level while the Program Policy Section worked closely with the Operations Unit at headquarters.

On January 1, 1981, the Adult Services and Children's Services Divisions were merged to become two new divisions: Children's and Adults' Operations and Children's and Adults' Policy and Program Development.

With the change in structure that occurred in the fourth quarter of 1980-81, came an acceleration of the transfer of responsibility from head office to the four regional and fourteen area offices. Many members of the social services staff are now operating out of the field. Income Maintenance staff are gradually being transferred as the area offices assume greater responsibility for program administration.

Reorganization and decentralization will help the ministry improve its service to the public. This long-term objective should result in shorter waiting times for benefits, quicker responses to requests, and a better understanding of local needs.

Area offices provide services in connection with provincial benefits, municipal welfare, senior citizens, rehabilitation, mental retardation and legal aid.

The ministry's objectives and service initiatives emphasize services which permit families to regain a measure of self reliance, promote community living alternatives as opposed to life in an institution, stress rehabilitation over merely maintenance, and give priority to preventive rather than remedial programs.

Services include financial assistance to persons in need, residential services and alternative care for those with special requirements, assistance to individuals wishing to obtain suitable employment, and support for social research education.

In 1980, the ministry consolidated initiatives undertaken in the previous year. These include:

- increased cost-sharing for purchase of service counselling,
- services for children with learning disabilities and program phasing to the Ministry of Education,
- interministerial committee to look at problems of service to elderly residents of remote or isolated communities in the North,
- review and reform of the workshop program,
- the development of policy in relation to residential programs for physically handicapped persons (this includes housing and support services initiatives, i.e. attendant care).

Project work begun in 1980-81 included five policy papers on issues related to mentally retarded adults:

1. Prevention of Mental Retardation.
2. Individual Program Planning.
3. Community Support Services.
4. Residential Models.
5. Facility Services.

Employment Programs

Vocational Rehabilitation Services

The primary role of the rehabilitation program is to develop, restore, or improve the working capacity of physically or mentally handicapped persons to enable them to obtain employment. Work opportunities include employment in the open labor market, sheltered or in-home employment, or self-employment.

The program has a field staff of counsellors and supervisors throughout the province. Field staff interview clients to assess their capabilities, arrange for medical restoration, training, tools and equipment, transportation or living expenses, and help with job placement. A total of 13,693 handicapped persons have received one or more vocational rehabilitation services, and 2,184 of these were assisted in finding employment.

Psychological testing and specialized medical, educational, workshop, and work assessments are purchased by counsellors to assist in making appropriate diagnoses. The ministry does not operate rehabilitation facilities; instead, it purchases these community resources. Rehabilitation workshops are supported through operating and capital grants; they are an important assessment resource, as are educational institutions and competitive work situations. These assessment services cost a total of \$2,243,700.

Restoration services which enable handicapped persons to achieve their best physical functioning are purchased by counsellors when required. Included are artificial limbs, braces, wheelchairs, dental services, and drugs. The cost of these services reached \$1,241,100 during 1980-81.

Work adjustment training, offered primarily by rehabilitation workshops, was provided for 1,556 persons. In addition, 445 attended post-secondary courses at community colleges, 485 were sponsored in university programs, 661 received academic upgrading and basic skill training, 85 were enrolled in private trade school programs, and 420 took high school courses. There were 432 persons trained on the job while 366 received other training. All costs are covered, including tools, educational courses, books, transportation and supplies, and half the wages paid by employers who provided on-the-job training. These training services totalled \$6,641,924.

Allowances are paid to persons approved for assessment and training programs at the Guaranteed Annual Income Supplement (GAINS-D) rate.

Financial Aid to Rehabilitation Agencies

Grants totalling \$1,207,400 covered staff salaries in six voluntary organizations. This money provided rehabilitation services to disability groups with highly specialized needs. Included in these groups are persons with hearing or sight impairment, the mentally retarded, and those with spinal cord injuries.

Indirect Services

Workshops

The role of rehabilitation workshops is to provide assessment, training, and placement services for vocationally handicapped adults to enable them to be integrated into the competitive labor market whenever possible. For those persons unable to achieve this goal, the purpose is to provide meaningful sheltered employment.

This year, there were 166 approved rehabilitation workshops operated by voluntary organizations — an increase of five over the previous year. As of March 31, 1980, enrolment totalled 8,943 handicapped persons. Workshop operating grants are paid to a maximum of 80 percent of approved costs, and amounted to \$23,507,300.

Capital grants are paid at 80 percent of approved costs and are offered to voluntary organizations for the construction, acquisition, alteration or renovation of rehabilitation workshops, as well as for the purchase of basic furnishings and equipments. In 1980-81, 128 voluntary organizations received capital fundings totalling \$1,850,000, which includes \$1,213,100 for major and \$636,900 for minor capital grants.

Work Activity Projects

The authority for Work Activity Projects is contained in regulations made under *The General Welfare Assistance Act*. The projects are operated by municipalities, rather than by voluntary agencies to assist persons who for environmental, personal, or family reasons have unusual difficulty in finding and holding employment. Also assisted are those who would not readily benefit from technical or

vocational training programs. In this sense the projects are prevocational rehabilitation facilities.

There are currently 13 work activity projects in Ontario. The program cost is shared on an 80/20 basis by the federal and provincial governments (80 percent), and by the municipality (20 percent). Capital costs for equipment only are eligible for subsidy. The total expenditure was \$1,565,000 in 1980-81.

Community Support Programs

These services are provided to help mentally retarded adults increase their capacity for independent community living.

Operating grants at 100 percent of approved costs were made in 1980-81 in the amount of \$7,305,200 in order to support 112 adult protective service workers, 57 life skills programs, and 11 adult education programs.

As of March 31, 1981, the approved enrolment in life skills programs was 953 mentally retarded persons. Approximately 342 mentally retarded persons participated in adult education programs in 1980-81.

Senior Citizens' Services

One of the main purposes of these services is to help the elderly remain self-sufficient, and continue their participation in community life. The programs attempt to create conditions that encourage enjoyment in the retirement years.

Homes for the Aged

The ministry provided \$137,736,200 in subsidy payments to 92 charitable and 89 municipal homes in 1980-81.

The homes offer residential and extended care services, in attractive settings, to 28,000 seniors, and provide planned activities and opportunities for self-enrichment. The same quality of accommodation and services is available regardless of ability to pay; financial subsidy is available if needed. Homes for the aged also provide such services as vacation and respite care, and short-term admissions to the home for those not normally in residence.

Elderly Persons' Centres

The ministry helps provide elderly persons' centres, which offer social, cultural, educational and self-help activities to senior citizens throughout the province. These services are provided on a daily basis by a municipality or non-profit organization. There are approximately 107 such centres; of these, about one-third are day care drop-in centres within municipal and charitable homes for the aged.

The ministry paid \$1,567,800 in operating grants to elderly persons' centres in 1980-81.

Home Support Services for the Elderly

This program is intended to meet the expressed desire of most elderly people to maintain independent living in the community as long as possible.

Services include meals-on-wheels, congregate dining, homemaker services, shopping, security checks, and day care. These programs are essential since 95 per cent of seniors in the province live on their own or with relatives.

Subsidies amounting to \$2,548,000 were paid to 157 home support services programs for the elderly in 1980-81.

Senior Volunteers

The senior volunteers in service program provides expense allowances for retired people who act as advocates and as information sources for other senior citizens.

In 1980, the program was extended to include centres with a population larger than 25,000. Some new imaginative approaches applicable to these urban municipalities were developed.

Privilege Card

The Ontario Senior Citizens' Privilege Card, introduced in 1975 and obtainable from the Ministry of Health, is now held by almost a million senior citizens. The card carries the name and signature of the holder and, if the owner is eligible, the Ministry of Health's Drug Benefit number. The card allows senior citizens free or reduced admission rates to many of Ontario's places of interest.

Assistance to Organizations

Grants-in-aid from the ministry's head office assisted the Canadian Association on Gerontology, the Canadian Geriatrics Research Society, and the Senior Citizens' Centres Association of Ontario. Both the United Senior Citizens of Ontario and Canadian Pensioners Concerned (Ontario Division) were assisted indirectly, as was the Canadian Institute of Religion and Gerontology.

Information Services

The growing number and complexity of programs and services for seniors in Ontario is reflected in the ministry's extensive information programs. Through senior volunteers in service, senior citizens' consultants in area offices across the province, information materials associated with Senior Citizens' Week in June, and various publications, services and opportunities available to retired people are actively promoted.

Credit Counselling

The ministry directly subsidizes 60 per cent of the operating expenses of approved credit counselling services. As of March 31, 1981, there were 28 approved agencies providing counselling and practical assistance on consumer credit, general budgeting and money management matters. These agencies will also arrange with creditors for an orderly payment of debts, and will act as trustees for the distribution of payments to creditors.

Other Counselling Services

Municipalities may set up purchase-of-service agreements with local counselling agencies to provide counselling services to persons in need who cannot meet the full cost of services in their community. The cost of these services was shared 80/20 in 1980-81, with the province paying the major share.

Homemakers and Nurses Services

The intent of *The Homemakers and Nurses Services Act* is to preserve, maintain and strengthen family life during illness or the absence of a mother or other persons in charge of a child. It also assists elderly, convalescent, handicapped, chronically ill or otherwise disabled persons to remain in their own homes whenever possible.

When a household needs assistance to avoid family or financial difficulties, a homemaker may be provided. These flexible services make it possible to respond to a wide variety of health and social service needs. Municipalities and Indian bands also employ homemakers usually to teach home management skills.

Services are provided by the Victorian Order of Nurses, the Canadian Red Cross Society and other non-profit groups, commercial agencies and individuals.

Visiting-nurse service in the home is provided on the instruction of an attending physician. This service is supplied by the Victorian Order of Nurses, St. Elizabeth Visiting Nurses Association and individual registered nurses.

Homemaker and nurses services may be available directly from municipalities or Indian bands, or under a fee-for-service agreement between the municipalities or Indian band and the supplier.

Grants are available to persons, municipalities, Indian bands and other organizations to help cover the cost of approved training courses for homemakers.

Adult Residential Services

The halfway house program supports non-profit corporations by providing 80 per cent of approved operating costs, up to a subsidy ceiling of \$18.80 per day. It may also provide 80 per cent of debt retirement costs in the delivery of rehabilitation services for alcoholics, ex-offenders and socially disadvantaged persons. For the chronic alcoholic, the halfway house is a post-detoxication facility. It attempts to break the revolving door of drink, arrest, court and jail by offering the opportunity to learn the conventional activities of daily living. For the ex-offender, the halfway house is a transition from incarceration back into the community. For the socially disadvantaged person it is also a transitional residence between the psychiatric facility and the community.

As of March 31, 1981, the ministry funded 26 halfway houses with 516 beds for alcoholics, seven halfway houses with 110 beds for ex-offenders and four halfway houses with 52 beds for socially disadvantaged persons.

Funding is also available for support services for physically handicapped adults who live in group homes or in conventional apartments. As of April 1, 1981, support services are to be provided for 220 people under *The Ministry of Community and Social Services Act*. The Ministry of Housing funds the housing units and rent supplements. This provision of support services, and housing with rent geared to income, represents, for some of the tenants, an alternative to the chronic hospital or the nursing home.

The ministry also continues to fund three larger projects with 120 beds under *The Charitable Institutions Act*.

As of March 31, 1981, the ministry is funding 2,905 community living accommodation spaces for the mentally retarded under *The Homes for Retarded Persons Act*. In 1975 there were only 703 units. More emphasis on spaces for children is underway, as only 368 of the 2,905 units are currently designated for children.

Income Maintenance Function

In early 1981 Income Maintenance became part of the Operational Support Branch. Income maintenance programs are provided under the following legislative authority: *The Family Benefits Act*, *The General Welfare Assistance Act*, *The District Welfare Administration Boards Act*, *The Soldiers' Aid Commission Act*. Through area offices, the branch also provides Legal Aid Assessment Services to legal aid applicants.

Family Benefits

A major activity of the Operational Support Branch is the administration of *The Family Benefits Act* and *Regulations*. This legislation provides monthly allowances and other benefits to persons who need long-term financial help. Such persons include the aged, blind, disabled and permanently unemployable, sole-support mothers with dependent children, foster parents (on behalf of their foster children), parents with handicapped children, and Vocational Rehabilitation Services participants.

Applications and reports are completed by field representatives in the area offices. Decisions concerning eligibility and the amount of allowance are currently made in the Operational Support Branch. All decisions are sent to applicants and recipients by letter, including notification of the right to appeal.

To determine eligibility and amount of allowance, an assessment is made of the applicant's basic and special needs, family situation, liquid assets and available income. Free health insurance enables all recipients to obtain medical and standard hospital care as well as free prescription drugs listed in the Ministry of Health's Drug Benefit Formulary. Dental coverage is provided for recipients with dependent children, and the cost of purchasing, replacing or repairing eyeglasses and hearing aids may also be covered if required.

Other benefits include an annual payment made in August for all child beneficiaries four years and older, primarily to help with the costs of returning to school. In addition, recipients who leave the program to undertake full-time employment may be eligible for a phase-out allowance of \$250 and a Work Incentive Allowance that continues for up to two years.

Another significant aspect is the provision of assistance for recipients who require skills training before entering the labor force. Recipients who are parents with dependent children and who undertake 'approved' Canada Manpower training courses (approved as likely to lead to remunerative employment) may continue to receive a minimal allowance plus coverage for medical, dental, and drug expenditures. These recipients may also become eligible for the phase-out allowance and Work Incentive Allowance when their courses are completed and they enter full-time employment. A new Work Incentive program was announced in September 1979. This program is designed to encourage and assist those recipients on Family Benefits and GAINS-D who want to return to full or part-time employment. The program provides allowances and health-related benefits, for up to two years, to FBA recipients who become self-sufficient through full-time employment.

On March 31, 1981, 117,708 persons were receiving family benefits allowances. Within this group, the disabled and blind receive a monthly guaranteed amount under GAINS-D. On March 31, 1981, there were 32,596 GAINS-D recipients, amounting to approximately 28 per cent of the total Family Benefits caseload. In addition, there were 4624 aged and disabled persons in institutional care receiving family benefits allowances exceeding the GAINS-D rate and 603 persons in chronic care facilities receiving comfort allowances.

Of those receiving allowances, 53,394 were single persons, 59,728 were families with or without dependent children and 2,243 were foster parents. Single persons receiving assistance were mainly in the following categories: disabled, permanently unemployable, aged or blind. Of the people in families, 4,881 were medically disabled or permanently unemployable fathers, 48,376 were mothers with dependent children, and the remainder were couples, one or both of whom were blind, disabled or aged.

In addition, the program offers a Handicapped Children's Allowance, which provides an allowance of up to \$200 per month for families who are caring for severely handicapped children at home. At the end of March 1981, 2,343 non-FBA families and 454 FBA families were receiving this allowance. It is designed to encourage families to care for their handicapped children at home, where possible, by assisting them with the additional costs incurred as a result of the child's disability.

During 1978-79, allowances for recipients of vocational rehabilitation were transferred to *The Family Benefits Act*, allowing for a substantial increase in the level of allowance for most recipients. On March 31, 1981, there were 1,924 recipients of vocational rehabilitation allowances under Family Benefits.

Some 1,387 people were also participating in the new Work Incentive Program. To March 31, 1981, a total of 2,440 recipients have been involved in the program.

Within these two programs, Family Benefits and Work Incentives, the combined number of beneficiaries (including all dependents) is 229,493; an increase of 3,619 over last year.

For those who are refused an allowance or whose benefits are changed or cancelled, an appeal may be launched before the Social Assistance Review Board. The board issues its own annual report, which provides statistics of cases appealed under *The Family Benefits Act*, *The General Welfare Assistance Act*, *The Vocational Rehabilitation Services Act* and *GAINS (The Ontario Guaranteed Annual Income Act — Ministry of Revenue)*.

Blind/Disabled Persons' Allowances Acts

The Blind Persons' Allowances Act and *The Disabled Persons' Allowances Act*, which had been reduced to caseloads of 5 and 12 respectively by January, 1981, became inoperative as of January 31, 1981, due to the termination of the Federal/Provincial cost sharing agreement. Persons who formerly received allowances under these Acts were transferred to the Family Benefits program.

Municipal Welfare Services

The Operational Support Branch provides assistance and advice both directly and through the area offices to municipalities and Indian bands on the administration of *The General Welfare Assistance Act and Regulations* and *The District Welfare Administration Boards Act*.

General Welfare Assistance

Financial aid is provided by municipalities or Indian bands to heads of families or single persons in need. Eligible persons in areas without a municipal organization are assisted through ministry area offices. Most persons on General Welfare Assistance are sole support mothers, the unemployed, and those in ill health. Other categories include elderly persons and those caring for foster children.

In general, the ministry provides payment of 80 per cent of expenditures for general assistance. In 1980-81 a monthly average of 32,484 employable and 44,233 unemployable persons (a total of 76,717) received general assistance. With a total of 69,037 dependents, there were 145,754 beneficiaries in these two categories.

Included in the employable and unemployable categories were 43,232 single people and 33,485 heads of families. Approximately 31,000 persons received benefits because of temporary or permanent ill health; 20,300 because of temporary inability to obtain employment; a further 15,900 because they lacked a principal family provider.

In addition to these persons, a monthly average of 8,672 persons were resident in hostels and 46 persons in nursing homes. Support was also provided for 903 foster children. The total number of beneficiaries for all types of general assistance was 155,395.

Supplementary Aid

Supplementary aid is paid by municipalities to people who already receive an allowance under Family Benefits, Old Age Security, GAINS or Vocational Rehabilitation. It covers extra fuel and shelter costs, and extraordinary needs. Cost shared at the rate of 80 per cent by the province, it was paid to an average of 21,230 persons each month during the past fiscal year.

Special Assistance

Special assistance is paid by municipalities to anyone in financial need and may provide money for such items as moving, dental services, prosthetic appliances, drugs, funerals and burials. It is cost-shared at the rate of 50 per cent by the province and was paid to an average of 35,010 persons each month during the fiscal year, 1980-81.

Desertion Services

Desertion services helps locate spouses who have deserted their families, in order that support may be pursued, and provides liaison services with family courts regarding enforcement procedures. It also acts as a resource for parental support workers in area offices, for the recovery of support payments assigned to the ministry in order to ensure that the client receives full entitlement on a consistent basis.

Legal Aid Assessment

The legal aid assessment service reviews the eligibility of applicants for legal aid and makes recommendations to legal aid area directors about an applicant's ability to pay. There were 110,549 persons referred to the ministry's area offices for interview and assessment during 1980-81, a decrease of 8,346 from the previous year.

Soldiers' Aid Commission

The Soldiers' Aid Commission is an independent board that assists veterans of World Wars I and II and the Korean War (and their dependents) in emergency situations. The commission helps meet extraordinary needs by assisting those eligible to obtain dentures, eyeglasses and hearing aids. Administrative support is provided by the Operational Support Branch.

Computer System

The branch also provides a central GWA computer system for use by the municipalities. This system allows the municipalities to have their own data and record processing system which is both reliable and uniform while at the same time providing the province with a much improved record-keeping system.

Indian Bands

Indian bands may assume the responsibility for administering social assistance to their own people on the reserve. As of March 31, 1981, 88 bands have been approved to administer social services.

Area offices are involved in training programs, and courses for band social service administrators are conducted in locations convenient to reserves. In this way, local problems can be identified and solved as quickly as possible.

Children's Services Division

As the Children's Services Division moves through the fourth to the fifth year of development of the children's services system, it is entering a period of particular evolutionary importance.

From a policy point of view much of the work undertaken over the past year has come to fruition and major policy initiatives are now being placed before the public for consideration and debate.

The regionalization of all ministry operations continued to be refined over the past year, with the regions and areas, as in adult services, now responsible for the implementation of most new programs and service initiatives.

Some of the major policies and programs introduced during the fiscal year, 1980-81, include:

1. *Child Advocacy*

In October, 1980, a paper on child advocacy was released for discussion. The essence of the child advocacy concept is that children have the right and opportunity to be heard in any decisions made on their behalf.

The discussion paper clarifies the principles that have guided the division in the development of an approach to child advocacy, describes advocacy actions already implemented by the division, outlines a number of changes currently being introduced and identifies issues requiring further discussion and consultation.

As a follow-up to the advocacy paper, a brief entitled *The Role of the Lawyer in the Legal Representation of Children* was submitted to the Law Society of Upper Canada in January, 1981.

This paper examines the rights of children from a legal perspective and recommends that the rules of professional conduct should be the same for child clients as for adults.

Most of the responses to the advocacy paper were received by the end of March, 1981, and consultation is continuing on certain issues, with the intention of indicating any resolutions in an Omnibus paper scheduled for release in 1981.

2. *Developmentally Handicapped Children*

A tri-ministry project was launched early last spring to provide developmental training for mentally retarded clients in homes for special care.

Initial assessments of children and young adults under the age of 21 have been completed and programs for these clients have already been implemented in some of the homes.

The programs are based primarily on individual development plans determined from the assessments and include sensory and motor stimulation, or for the more advanced, life skills and vocational training.

A program involving two new initiatives, the Special Needs Agreement and the Special Services Agreement, was introduced in March, 1981.

The objective of these agreements is to enhance the well-being of developmentally handicapped children who live in residential facilities or community residences by strengthening parental participation in the planning of services for these children.

As part of this increased responsibility, parents are being asked to contribute an amount of money towards the financial support of their children. This will ensure the availability of further funding for special services required by the developmentally handicapped child.

3. *Day Care*

Major initiatives in the day care field totalling approximately \$11 million were announced in the fiscal year, 1980-81. These are intended to improve the planning and funding of day care as well as to establish specific criteria for program expansion, encourage program development in underserved areas and increase public education on day care. (For a full description of the initiatives, please see the section on Day Nurseries.)

4. *Foster Care*

Several foster care initiatives based on the policy paper, *Foster Care in Ontario*, were implemented during the past year.

These were introduced to test the effectiveness of foster care as a placement resource for the more difficult child in care and to increase the availability of foster care placements.

Specific foster care projects include foster parent training, support services for foster parents, the development of specialized foster care, public relations efforts to enhance the image of foster care, and a revision of foster care rates.

5. *Standards for Children's Residences*

During 1980-81 new residential standards and a new approach to licensing children's residences were implemented by the Children's Services Division.

The standards are the outcome of a two-year consultation period and are the first phase of a two-stage approach to the licensing of all children's residential facilities in Ontario. They were proclaimed as regulations under *The Children's Residential Services Act, 1978* on November 15, 1980 and licensing is expected to be completed by November 15, 1982.

The basic intention of the standards is to ensure a consistent level of care in children's residences throughout the province. All indicators for each type of residence have been consolidated and for the first time all residences providing care to children with special needs are governed by one Act.

Phase I standards have been developed under the categories of organization and management, basic care programming and specialized care, human resources, community integration and physical plant.

To be licensed, residences must comply with the minimum standards and only those that are licensed are eligible for ministry funding. The new licensing approach is based on annual renewals with a three-year review cycle, allowing for greater participation by the operator.

The residences that will be licensed under the new standards include boarding homes, children's and youth institutions, charitable institutions, children's mental health centres, observation and detention homes, training schools, children's aid society facilities and facilities for the mentally retarded under *The Homes for Retarded Persons Act* and *The Development Services Act*.

6. Local Children's Services Committees

The integration of children's services at the local level is being enhanced by the growth and development of five pilot children's committees and several local coordinating groups.

The Local Children's Services Committees now in place are in the Regional Municipalities of York and Niagara, the City of Windsor/County of Essex, Prince Edward/Hastings Counties and the Region of Waterloo.

The newest committee, Waterloo, which was established in the fall of 1980, is a municipal model with representation solely from Waterloo regional council. It is currently involved in Phase I development activities which include work with community service agencies to perform local needs assessments, identify gaps in service and determine strategies for dealing with hard-to-serve children.

Besides the development of model committees, the ministry has been promoting voluntary coordination of services in communities where no committee yet exists. Approximately 15 community groups are currently being assisted technically and, to a limited degree, financially, to perform such preliminary tasks as reviewing their community's ability to match identified needs with available resources.

It is anticipated that these activities will increase community capability to assume the tasks of a local committee once further committees are named.

7. Other

Other initiatives undertaken in the fiscal year, 1980-81, include the development of a policy paper on family support, and programs to improve child welfare services in native communities.

Legislatively, the major thrust was on the further development of the Omnibus Bill, encompassing the total world of children's services.

The remaining four committees, in which service providers, municipal representatives and citizens participate, are in Phase II of development. In this stage, committees work cooperatively with the ministry and local municipalities to perform program and budget reviews based on the priorities and strategies determined in Phase I.

Children's Mental Health Services receives its legislative authority from *The Children's Mental Health Services Act, 1978* and *The Mental Health Act*.

Children's Mental Health Centres provide services for emotionally disturbed children and youth with a view to returning them to their families or communities as contributing members of society.

The regions are responsible for providing leadership, consultation and assistance to community groups, organizations and individuals to develop appropriate mental health services for severely disturbed children and youth. In addition, the regions are involved in monitoring the financial, physical and personal resources allocated to children's mental health programs to ensure maximum effectiveness for the funding provided.

The licensing procedures for all Children's Mental Health Centres under the new standards of *The Children's Residential Services Act, 1978* were initiated on February 15, 1981.

Child Welfare Services includes duties and responsibilities designated under *The Child Welfare Act* and *The Children's Residential Services Act*, with some of the funding mechanisms specified in *The Children's Institutions Act* and *The Charitable Institutions Act*.

The regional and area offices are responsible for coordinating most of these services, including children's aid societies, children's and youth institutions and children's boarding homes. The Child Abuse and Adoptions Programs are both administered through Head Office.

Children's Aid Societies

The responsibilities of all Ontario Children's Aid Societies are to ensure the provision of services to families and children in order to:

- protect the children of Ontario from physical and emotional abuse or neglect,
- help to create an environment for the healthy development of children,
- help in the prevention of circumstances leading to neglect or abuse of children.

The regions and areas provide consultation and supervision to the province's 51 children's aid societies. These offices are also responsible for overseeing the efficient and effective management and use of all resources allocated to service delivery programs.

1980-81 saw the implementation of a new funding mechanism for all Ontario CASs to promote greater accountability and coordination in the service delivery process.

This funding approach involves three elements:

- the inclusion of service plans in the budget submissions of each society,
- the distribution of funds by a formula that uses population and social indicators,
- the scheduling of an Exceptional Circumstances Review whenever necessary.

Service plans are used to analyze past performance and to outline recommendations for any changes in current operations. In the plans, societies are asked to describe the services that will be provided for a given dollar allocation. Ministry area offices are responsible for negotiating these proposals with the agencies and monitoring use of the plans, thereby ensuring clear responsibility for services at the local level.

The Exceptional Circumstances Review is a type of early warning system to counteract any problems (i.e. a deficit) which may develop in a particular agency budget.

Licensing according to the new Phase 1 standards of *The Children's Residential Services Act* for all children's aid society facilities is scheduled to commence on August 15, 1981.

Children's and Youth Institutions

These homes provide care for three distinct groups of children and young persons under 21:

- those whose parents are facing family crisis,
- those with specific problems such as a mental disturbance, delinquency and/or a handicap,
- those who need help to live independently in the community.

The new funding mechanism for these institutions, initiated in 1979 as a result of an operational review of the whole program, is well on the way to implementation. Staffing and other resource enrichments continued to be provided to the program in 1980-81 with some resources reallocated to areas of greater priority. For example, some programs have moved from residential to non-residential services while others have been enriched to provide services for more difficult adolescents.

The licensing of all children's and youth institutions under the first phase of *The Children's Residential Services Act* is scheduled to commence in May 1981.

Children's Boarding Homes

Children's boarding homes are premises in which four or more children, not of common parentage, reside apart from their parents or guardians for the purpose of receiving lodging, boarding or care. These facilities are second only to foster homes as major providers of residential care for children.

The increasing reliance on the group home concept has resulted in public agency placements for children with mental, emotional, social and physical disabilities. Some boarding homes have developed programs to respond to the special characteristics of these residents while others have retained heterogeneous age/sex disability groupings.

These homes were the first to be licensed under the Phase I regulations of *The Children's Residential Services Act* with implementation procedures initiated on November 15, 1980.

Adoptions

A number of changes have been instituted in the adoption program since the proclamation of *The Child Welfare Act* in mid-1979.

Private adoptions must now be licensed and any organizational setting performing the function of an adoption agency must also be approved by the ministry. To date there are two licensed agencies in the province, both located in Toronto.

Prior to the proclamation of *The Child Welfare Act*, lawyers and doctors frequently placed children on adoption and registered the placement with the ministry after the fact. The Children's Aid Society was then advised of the placement and requested to supervise. Nothing was known about the proposed adoptive parents and almost as little information available about the biological parents.

Now, before a child can be placed, any person involved in the placement procedures must apply to the ministry for a license and the license cannot be issued until an equality of adoption services has been established. This means that both a homestudy on the prospective parents and medical and social histories of the natural parents must be completed.

Another major change in the Act involves the availability of an adoption subsidy. Families with good parenting skills are now eligible for financial assistance to adopt special children. This includes large family groups who do not wish to be separated and children with physical and emotional handicaps.

A new element in the Act has also allowed for the introduction of an Adoption Disclosure Registry within the ministry. Adoptees who have reached their 18th birthday may register, as can parents who have given up children for adoption, once these children are 18. If the registry finds both parties listed, then with the permission of the adoptive parents, the adoptee and his original parent or parents may meet. The Act specifies, however, that counselling shall be provided to the parties prior to the meeting.

Interprovincial and international adoptions have continued. The Adoption Desk, under the sponsorship of the Federal Department of Health and Welfare, has referred a number of children from other provinces or territories to Ontario for adoption.

Thousands of special needs children have continued to find homes through the column, *Today's Child* — a community resource that has appeared for over 15 years. The CFTO-TV program, Family Finder, has also done much to inform the public about these children.

Child Abuse Program

The Child Abuse Program was established to examine the problem and recommend steps that should be taken to improve techniques for the prevention, detection and treatment of child abuse.

Through the work of its professional staff, the program stimulates and provides consultation in the development of community projects. The program also provides funding for these efforts through demonstration, research, training and community organization grants.

Consultation and assistance is provided to the program by the Interministerial Committee on Child Abuse, which coordinates the efforts of several Ontario ministries to deal with this problem.

Resource material and professional training is developed and distributed through a free film-loan library, trainers' workshops, public education campaigns, and regional seminars and workshops.

Films on child abuse are made available, free of charge, through the program. In 1980 approximately 45,000 people saw these films, bringing the total number of viewers since 1977 to over 98,000.

During the 1980-81 fiscal year a number of major accomplishments were achieved by the Child Abuse Program. In the field of professional training, a publication, which summarizes all educational resource material available through the program, was developed and distributed to coordinators of human service courses in Ontario colleges and to the directors of relevant departments at Ontario's universities.

A comprehensive curriculum module on child abuse for human service courses at Ontario community colleges was completed, and several hundred copies distributed to course coordinators, continuing education instructors and provincial governments. This module was prepared by Professor Donna Lero at the University of Guelph with the financial and technical assistance of the Child Abuse Program. The response has been extremely positive and has led to many in-service training programs for students and practicing professionals.

Similarly, an annotated bibliography by Dr. Ben Schlesinger of the University of Toronto on professional material related to sexual abuse has been widely distributed through a Child Abuse Program grant.

Additional funding was allotted to the University of Toronto to develop an interfaculty training program for school-based professionals who deal with child abuse. The project involved the Faculties of Nursing, Education and Social Work.

Four new films for school children were also developed in this fiscal year through a ministry grant. These films were produced by the Ontario Educational Communications Authority in conjunction with the Simcoe County Child Abuse Committee and have been developed as specific educational resource materials for teachers.

Eighteen regional seminars and workshops were funded in 1980-81, involving approximately 2,500 professional and lay people concerned with child abuse programs. This brings the total number of child abuse seminars and workshops since the program started in 1976 to 104, with a total participation of approximately 15,500 individuals.

An additional 45 child abuse demonstration, research and resource development projects were funded in the 1980-81 fiscal year, with payments totalling over \$1,000,000. Since its inception in 1976, the Child Abuse Program has funded and provided consultation in connection with approximately 350 projects at a cost of more than \$4,000,000.

Child Abuse Register

A register has been established by the ministry to record the names of suspected child abusers in Ontario. *The Child Welfare Act, 1978*, makes it mandatory for the ministry to keep a child abuse register. This service has three functions:

1. Tracking — a CAS worker investigating a case can discover if the name of the suspected offender has previously appeared in the register.
2. Research — the division will be better able to plan programs if staff use the information supplied by the register about abusers and incidents of abuse.
3. Review of case management practices — the data contained in the register will greatly assist this function.

The Register succeeded the Registry form of record which was set up in 1966 as an administrative rather than a legally mandated function. A major difference is that individuals who are registered as alleged abusers are now notified that their names have been recorded. They also have the right to inspect the information and to request removal of the name and, subsequently, an expunction hearing if their request is not granted.

Day Nurseries

1980-81 was a year of major change for ministry day care policies and programs in response to an 18 month-long review of day care in Ontario. In December, 1980, a series of new initiatives was announced by the ministry, totalling approximately \$11 million. Of this allotment, \$1 million was allocated on January 1, 1981 with the remainder to be available in the next fiscal year.

The most significant areas of change involve the expansion of alternative forms of service delivery and the further integration of distinct service approaches.

Some \$450,000 in funds has been earmarked for agencies which provide supervised private home day care specifically for children up to 18 months of age.

Two pilot projects will also receive a total of \$50,000 in funds to develop a highly innovative service delivery concept — family group day care. The projects will involve the care of six to ten young children by two care-givers in a family home with priority given to projects sponsored by existing private home day care programs.

The new initiatives also encourage the continued collaboration of municipal day nursery and handicapped service approaches, with the allocation of \$430,000 to increase specialized day nursery services for handicapped children.

The number of subsidized day care spaces available across the province was increased between January 1 and March 31, 1981 through a funding allocation of \$1 million. This is to reach 3.75 million dollars in the new fiscal year to provide another 1,500 full-day subsidized spaces in licensed or supervised day care programs.

An additional 2.4 million dollars has been allotted to the municipalities to either maintain current levels of service in privately operated day care programs or to further increase the number of subsidized spaces.

To ensure that subsidized day care is provided in the most cost-effective manner possible, a services approach to funding is being initiated in Ontario's largest municipal programs, those of Metropolitan Toronto and the Regional Municipality of Ottawa-Carleton.

A public education program is also to be launched to enhance parent awareness of the diverse types of child care options available. A budget of \$850,000 has been allocated to develop a media campaign, brochures, and local workshops and seminars.

In terms of actual day nursery operations, the regions are now responsible for licensing and for the provision of all group programs under *The Day Nurseries Act*. This includes programs for normal children up to the age of ten years and for developmentally handicapped children from ages two to eighteen. There were 1,669 licensed day nurseries in Ontario in January, 1981 with a total licensed capacity of 62,060.

Municipal Day Nurseries

There are 166 municipally operated day nurseries with a capacity of 8,105 children.

The term day nurseries refers to centres providing programs for day care and/or nursery schools for children up to ten years of age, and for the mentally retarded up to eighteen years of age. Day care means full day service for children up to five years (usually eight to eleven hours per day), or part time programs for school-age children. The latter may include four- or five-year-olds regularly attending kindergarten, or even six- to eleven-year-olds. A midday meal is provided in most of these programs.

Nursery schools serve two-to-five-year-olds in half-day sessions featuring socialization and learning enrichment. This type of school is not required to serve a midday meal. Children may be recommended to the program for social or developmental reasons or they may come from families who wish to provide the child with some sort of preschool experience.

Day care centres and nursery schools are operated by a variety of sponsors: municipalities, Indian bands, and non-profit organizations, or private persons or corporations for profit. All are required to be licensed under *The Day Nurseries Act*.

Unlicensed private home day care means a situation in which five or fewer children under ten years of age may be accommodated. Any subsidized children placed in such homes are supervised by a municipality or an agency, which limits enrolment to two children under two years, or three under three years, including the care-giver's own children. Private Home Day Care can easily serve infants, school-age children or even children with special needs because it offers flexible hours and is usually located in the child's own neighborhood.

Integrated day nurseries are licensed day nurseries which enroll both developmentally handicapped and normal two-to-five-year-olds, in a ratio of 1:10. The handicapped child usually attends for half a day only, and receives programming to meet his or her own needs. In-home programming is instruction given to the parent(s) of a developmentally handicapped child to reinforce training received in a nursery. It is usually provided by the teacher who is involved with the child in the nursery.

Indian Bands

In 1980-81 Indian bands on certain reserves administered their own day nurseries. The capacity of all such child care centres is 733.

The ministry continues to encourage band members to take early childhood education courses and supports the establishment of day nurseries for non-status Indians living off reserve lands in cities or small communities.

Unorganized Territories

The ministry has entered into agreements with municipal centres to purchase day nursery services for children living in several unorganized territories of Northern Ontario.

Handicapped Children

There are 67 day care centres for developmentally handicapped children, 19 for physically handicapped children, and 79 integrated centres for both normal and handicapped children which serve a total of 1,891 developmentally handicapped and 508 physically handicapped children.

Training Schools

Since 1978 the ministry's policy concerning the role of training schools in the province has been: "training schools should only be used to accommodate those children who are both a danger to themselves and others."

In line with this policy, plans were initiated in 1980 to close another training school, Champlain, in Alfred, Ontario.

There remain in the province the following six training schools:

Sprucedale School, Simcoe
Syl Apps Youth Centre, Oakville
St. John's School, Uxbridge
Brookside School, Cobourg
Cecil Facer School, Sudbury
Project DARE, South River

Initiatives undertaken in 1978 to change the nature of the training school program have addressed the need for small secure program units and for a large measure of individual planning for children admitted to training school. Since that time secure units have been implemented in some of the province's training schools including Syl Apps Youth Centre and Brookside School.

Training schools continue to evaluate clients committed by the Family Court with a view to providing, where possible, a non-institutional plan that meets the child's needs.

This effort has resulted in an increase in the number of children being placed directly in the community and a concomitant decrease in the length of time spent by some children in training schools.

Ministry Group Homes

An increase in the programs available to training school wards upon re-entry into the community has reduced the need to maintain ministry group homes exclusively for children committed to training schools.

This resource is now used by a broader range of children, including those in the care of children's aid societies.

Probation and Aftercare Services

The primary purpose of this element of the correctional system is to provide supervision to young people placed on probation by the Family Court and to training school wards living in the community.

This involves participating in assessment and case planning for such children as well as monitoring their progress on a regular basis.

Over the years, probation and aftercare officers have become involved in many preventive and diversionary programs in an attempt to intervene effectively before delinquent behaviour is serious enough to warrant formal court action. These programs include recreational activities, life skills training, placement coordination, victim-offender reconciliation, remedial education and integrated assessment.

A key feature of many of these programs is that they require a sharing of resources with other agencies and resource personnel such as police youth services, children's aid societies, children's mental health programs and school officials. This cooperative planning and use of special programs has further enhanced the ministry's ability to reduce the institutional programming of young people in conflict with the law.

The Program Policy Branch was concerned with the development and analysis of policy issues related to the effective delivery of services to children with special needs and their families.

In 1980-81, program policy completed the following papers, projects and activities:

- *Discussion Paper on Child Advocacy: Implementing the Child's Right to be Heard*
- *Secure Services Paper: A Public Policy Statement*
- *Report on the Hard-to-Serve Child in Ontario*
- Evaluation of Phase II of Local Children's Services Committees,
- Coordination of eight research projects and a number of supplementary awards, totalling \$1,000,000, for prevention programs,
- Funding of the Epidemiology Unit at McMaster University to conduct research into the incidence of emotional disorders in Ontario children,
- Chairmanship of the Interministerial Task Force on Prevention.

Other projects on which work has begun during 1980-81 include:

- Omnibus Children's Legislation: a consolidation and rationalization of ministry legislation regarding children,
- Family Support Paper: this is designed to articulate a ministry focus on serving children within the family context and to encourage family support approaches in the service system,
- a study of maternity homes, their clients and their clients' needs,
- a review of provincial day care policy,
- a manual to assist protection workers faced with the decision of whether a child should be brought into care,
- five policy papers on issues related to mentally retarded children:
 1. *Prevention of Mental Retardation*
 2. *Individual Program Planning*
 3. *Community Support Services*
 4. *Residential Models*
 5. *Facility Services*
- foster care standards and guidelines,
- *Children's Services: Past, Present and Future* — a long-term strategy paper.

The board advises the minister on the current state of training schools and the welfare of wards. The plans made for each ward's return to the community are evaluated by the board and an appropriate recommendation is made to the minister.

Members

Barry Lowes, MA, Chairman
Joan Riches, MSW
Ron Jones, M.Ed., LL.D
Margaret Kirkpatrick, MSW
Theresa Taylor

Child Welfare Review Committees are appointed to hear matters relating to the approval of estimates of expenditures submitted by children's aid societies (or the district child welfare budget board) and to the minister. A chairman is appointed by the minister, one member is appointed by the Ontario Association of Children's Aid Societies, and one member is appointed by the municipal council or the district child welfare budget board.

The Children's Services Review Board

The Children's Services Review Board is set up to head appeals from day nursery and children's residential care facility operators who are dissatisfied with the terms and conditions of their licenses. It also hears appeals from those operators who have applied for licenses but were refused, and those who have had their licenses revoked or not renewed. Committee members are:

Mr. J. Eric Ford (chairman)
Dr. Donald F. Bellamy
Dr. Valentin Cruz
Mrs. Mary Lou Curtis
Mr. Guilford W. Deverell
Mrs. Patricia MacKay
Mrs. Kathleen Flemming
Mrs. Helen Wood

North

In keeping with the ministry objective of integration and better coordination of all ministry services, northern Adult and Children's Services were consolidated in January 1981 under a single Regional Director. Although it is not immediately the intention of the ministry to integrate these services at the area office level, the 1980-81 reorganization provides for the integration of planning and financial support to the Area Managers. In 1980, the region initiated a consolidation process for local area planning and priority setting using the needs assessments undertaken in previous years. These priorities include:

- continued efforts to provide access to children's mental health and other counselling support services throughout all districts of the north,
- further initiatives to meet the needs of francophone populations,
- support to children's aid societies and Indian bands to plan and deliver prevention services to families on reserves,
- continued support and encouragement for more developmentally handicapped persons to remain in their communities,
- work in each district to ensure the development of a network of day care services. This network is intended to be responsive to the needs of people in each district and to the new provincial policy considerations.

In order to meet the above priorities, northern children's mental health services continued to expand in 1980-81. This brings the total number of northern programs to nine major centres, supporting an additional system of satellite operations. Four francophone children's mental health programs were approved and implemented in Sudbury, Timmins, Kirkland Lake and Thunder Bay.

Six new life skills programs were established to support developmentally handicapped persons. Eight home support programs for the elderly were initiated, with two located on Indian Reserves. Three elderly persons' centres were opened and six senior volunteer programs were established.

In cooperation with children's aid societies, the region began a new planning and funding system aimed at supporting child welfare agencies in the delivery of prevention and family support programs. Several creative family support programs were established, including sessions to teach parents techniques for enhancing infant development.

Since it is ministry policy to serve people in rural communities as near to their own homes as possible, life skills programs for the mentally retarded have been established at Wawa and on Manitoulin Island.

This year the northern region has initiated task forces to examine the role and function of the Sudbury-Algoma Sanitarium and Cecil Facer Training School. The task forces were formed in response to the provincial policy on secure services, and are examining the role of the facilities in supporting the newly developed children's mental health services network.

A joint Ministry of Education/Ministry of Community and Social Services Working Committee has also been reviewing northern resources available to both ministries and will be proposing a plan for the coordinated assessment of children's needs in the north.

Southeast

The Southeast head office is located in Kingston. Area offices are in Kingston, Peterborough and Ottawa.

In 1980-81 the Adult, Children's and Mental Retardation Facilities Divisions were integrated regionally and are now administered by one Regional Director.

In the past year the Southeast Region further refined the generic program supervisor function with each supervisor now assigned to a complete range of programs.

1980-81 saw the introduction of community alternatives to training school, as part of a network approach to the creation of a secure treatment process. The network ranges from non-residential care and treatment, to a secure care and treatment component, and is due for implementation in the coming year.

The region continues to develop a unified children's/adults approach to the service delivery system for developmentally handicapped people. An additional 58 children's residential beds were approved for implementation and a range of community support services including infant stimulation, language development, behaviour management and family support were developed.

The service plan approach to funding for children's aid societies was implemented in the region. This same process was utilized by the day nursery system in the larger communities in the southeast.

The move towards a regionalized network of local community coordination committees initiated in 1979-80 was completed in 1980-81.

Southwest

As part of the ministry's program of integration, the Southwest Region consolidated its regional office functions for Adult and Children's Services. The area office established a parallel service delivery structure with the creation of Children's Services Area Offices in Waterloo and Windsor.

Adult Services

In the past year considerable attention has been paid to the identification of community social service needs. Mechanisms are being developed to assist in the coordination of service delivery systems throughout the region. Support to placement coordination services for senior citizens, assistance with studies of bed utilization in long term care, establishment of a Regional Advisory Group for services to the mentally handicapped are some examples of this thrust.

Developmental support to the managements of agencies and associations is another initiative. This has been accomplished through the provision of financial and operational training seminars for boards of directors, and through ministry participation in program and service review processes with agencies.

For mentally handicapped adults, an additional 118 workshop spaces, 45 lifeskill spaces and 106 community residence spaces were developed during the year.

The computer network to support the decentralization of the Income Maintenance Program has been expanded to include the London, Waterloo and Windsor Area Offices, thus completing Phase I of decentralization for the Southwest Region.

Children's Services

The Manager of Operations role was phased out and Children's Services Area Offices assumed responsibility for both transfer payment agencies and direct-operated programs. The region took over administration of children's psychiatric services with the transfer from the Ministry of Health of units in Owen Sound, London and St. Thomas. The special services function for hard-to-serve children and mental retardation programs were decentralized to the region.

The service delivery network was improved with program and resource realignments. Ministry-operated observation and detention homes at Hagersville and Amherstburg were closed and new services purchased in Niagara and Windsor. The Southwest Region Secure Treatment Task Force was established to create a new type of secure treatment program. Sprucedale Training School opened an eight-bed secure unit to house juveniles involved in a new work study program, and at Craigwood Children's Mental Health Centre an eight-bed semi-secure treatment unit was established. In Waterloo, a program of community alternatives to training school was initiated for probationers and training school wards.

The area office program supervisors worked extensively with the region's 20 children's aid societies to develop service plans for each society. In Haldimand-Norfolk, the community and ministry are working together to develop mental retardation, prevention and children's mental health services.

In Hamilton, the Admission Assessment Treatment and Discharge team (AATD) expanded its role by establishing a Hard-To-Serve Committee. The Regional Municipality of Waterloo was selected as the fifth proto-type of a "municipal model" Local Children's Services Committee. The Niagara and Windsor-Essex Children's Services Committee entered Phase II of their development and are working with their area offices recommendations on agency budgets.

Central

The Central Region has two Regional Offices in Toronto. There are two area offices — one in Toronto and one in Barrie.

In the Children's Services area, the region has been involved throughout the past year in the further development of community alternatives to training schools, along with the development of secure care and wardship planning units. Major initiatives were seen in the development of service plans with children's aid societies and foster care program development, and public education campaigns concerning foster care have been implemented. The previous year's undertaking to improve a service network for children who have special needs, continued throughout the year.

Adult service initiatives included the announcement of a program to provide new community support services for senior citizens, particularly in Metropolitan Toronto. Several new projects have also resulted in important additions to community residential services for the physically disabled, including persons suffering with cerebral palsy. A large workshop for physically disabled persons was opened in Scarborough — the first significant addition to facilities for daytime activities in some years. During the fiscal year 1980-81, Barrie was selected as a pilot area for the province to implement the second phase of Income Maintenance decentralization. This has necessitated the introduction of training programs as well as suitable information systems.

In the latter part of the year, the restructuring of the ministry meant a significant increase in the coordination and management of services to children and adults. The major emphasis has been, and will continue to be in the coming year, on the coordination and rationalization of all services in the Central Region.

The Mental Retardation Facility Services Division delivers programs and services to the developmentally handicapped and their families through 17 government-operated facilities, 10 community/board-operated facilities and four diagnostic and assessment centres.

This division provides a comprehensive range of treatment and training programs and services in facilities for persons with developmental disabilities. It supports and promotes the development of community programs and accommodation alternatives to encourage integration of the developmentally handicapped into society.

Assessment and diagnostic services for the community at large are also offered in addition to crisis intervention, parent relief, residential care, nursing and medical care, and treatment programs as required. In addition, the division operates behaviour modification programs and other highly specialized services. It also offers programs of instruction for parents and staff in the care and training of the mentally retarded. As well, the division conducts and supports highly specialized programs of research and education into the causes, prevention and treatment of mental retardation, intended to reduce its severity and incidence. It offers workshops providing varying degrees of skills training in a number of Schedule I* and Schedule II** facilities.

The division provides recreational and social activities as well as a full range of consulting and advisory services to support the daily operations and management of facilities for the mentally retarded.

During the fiscal year the division continued to reduce the resident population in Schedule I facilities, as alternative community accommodation and support services were developed.

There was a net reduction in Schedule I facilities of 136 residents; an additional 198 adults and 32 children were placed in alternative community accommodation.

* Schedule I facilities are owned and operated by the ministry

**Schedule II facilities are funded by the ministry and operated by local community boards

Divisional accomplishments during 1980-81 include the following:

- The peer review process, through which program effectiveness in Schedule I and II facilities is monitored and evaluated, was undertaken.
- Operational audits involving all consultants in the division were conducted in a number of Schedule I facilities to review the day-to-day operational effectiveness and efficiency of facilities.
- Guidelines for resident safety and the reporting and investigating of serious incidents in facilities for the mentally retarded were finalized and distributed to facilities. These guidelines are to ensure the development of preventive measures applicable to resident safety in all mental retardation facilities, and to guarantee that effective responses to resident safety will occur within the system.
- *A Policy on Confidentiality and Release of Information in Mental Retardation Facilities* in addition to *Operating Guidelines and Procedures for Residents' and Clients' Records in Mental Retardation Facilities* were finalized and forwarded to facilities.

The overall goals and objectives of the division have been to focus on the further preparation of Schedule I and II residents for community placement. In addition, the division is continuing its efforts to ensure, whenever and wherever possible, that facilities reflect a homelike environment including individual living arrangements for those residents who will continue to live in provincially operated facilities for some time to come.

In summary, during 1980-81, the Mental Retardation Facility Services Division and the Consulting Services Branch were responsible for delivering programs and services to the developmentally handicapped and their families through 17 Schedule I facilities and 10 Schedule II facilities. These facilities provided care, treatment and training for approximately 7,000 developmentally handicapped persons; they also supervised approximately 185 residents in approved homes under the jurisdiction of Schedule I facilities and four diagnostic and assessment centres. The statistical data which follow indicate the significant dimensions of this program.

The Facility Consulting Services Branch has funding responsibility for four diagnostic and assessment centres located at Hamilton, Ottawa, Sudbury, and Windsor. This branch is also responsible for coordinating and directing the activities of professional and service consultants. Such activities are directed towards improving the overall efficiency and effectiveness of community/board-operated facilities and government-operated facilities. In 1980-81, the branch consultants, on a conjoint basis, conducted comprehensive operational audits in a number of government-operated facilities; this detailed review will become an ongoing procedure.

Movement of Population

Schedule I Facilities for the Mentally Retarded, 1979/80 and 1980/81 Fiscal Years

Facility	Admissions		Discharges		Population in residence at end of March		Population on books at end of March	
	1979/80	1980/81	1979/80	1980/81	1980	1981	1980	1981
Aurora, Pine Ridge	13	11	16	12	125	121	155	151
Brockville, St. Lawrence Regional Centre	53	24	50	21	100	103	171	175
Cedar Springs, Southwestern Regional Centre	60	57	74	55	655	637	686	671
Cobourg, D'Arcy Place	144	200	161	205	129	149	151	159
Edgar, Adult Occupational Centre	127	119	145	133	250	247	262	259
Goderich, Bluewater Centre	25	10	27	6	118	138	121	139
Gravenhurst, Muskoka Centre	15	12	17	24	242	217	269	249
London, C.P.R.I.	380	360	370	359	133	122	134	127
Orillia, Huronia Regional Centre	59	34	97	61	1,021	964	1,050	992
Palmerston, Midwestern Regional Centre	50	44	52	48	190	185	197	194
Picton, Prince Edward Heights	43	48	62	51	375	370	404	394
St. Thomas, St. Thomas Rehabilitation Centre	31	19	36	26	155	141	155	146
Smiths Falls, Rideau Regional Centre	74	60	55	59	1,043	1,034	1,102	1,082
Thunder Bay, Northwestern Regional Centre	21	15	19	17	159	157	174	168
Toronto, Surrey Place Centre	345	373	345	370	11	13	11	29
Whitby, Durham Centre for the Developmentally Handicapped	14	13	15	15	140	140	142	140
Woodstock, Oxford Regional Centre	45	41	58	49	669	651	694	667
Total	1,499	1,440	1,599	1,511	5,515*	5,389**	5,878	5,742

* Does not include 92 residents on leave of absence, 195 residents in approved homes and 76 residents in facility-operated community residences on March 31, 1980

** Does not include 80 residents on leave of absence, 180 residents in approved homes and 93 residents in facility-operated community residences on March 31, 1981.

Movement of Population

Schedule II Facilities for the Mentally Retarded, 1979/80 and 1980/81 Fiscal Years

Facility	Admissions		Discharges		Population on books at end of March	
	1979/80	1980/81	1979/80	1980/81	1980	1981
Ajax, Christopher Robin Home for Children	30	23	24	13	47	46
Brantford, Brantwood	8	1	9	—	90	91
Hamilton, Rygiel Home	113	205	110	205	96	95
Kingston, Penrose & Hopkins Div. Ongwanada Hospital	81	62	56	58	266	261
Kitchener, Sunbeam Home	66	60	54	62	136	131
Oakville, Oaklands Regional Centre	103	131	103	132	154	151
Plainfield, Plainfield Children's Home	5	4	1	2	66	68
South Porcupine, Cochrane-Temiskaming Resource Centre	53	42	48	37	94	98
Thunder Bay, Hogarth-Westmount Hosp. M.R. Unit	12	11	9	6	101	104
Vineland, Bethesda Home	10	22	12	23	113	113
Total	481	561	426	538	1,163	1,158

Finance and Administration Division

The Finance and Administration Division is responsible for providing corporate support to the senior management of the ministry through the Assistant Deputy Minister, and operational support through branches required for central expertise or efficiency of delivery.

In January 1980, the Finance and Administration Division began an expansion which will phase in several functions, previously part of other divisions. This is intended to strengthen and consolidate our internal capabilities in auditing, operational review, systems development, and management information. These functions are consolidated under the new position of Executive Director, Management Information and Evaluation.

The emphasis on management processes continued this year and resulted in the development of a performance appraisal process for managers, for financial officers and for support staff. The work planning process was continued and refined.

The division continues to be responsible for providing administrative support on financial and personnel matters and for administering the federal/provincial cost sharing program.

Guidance is provided to all divisions concerning customer service and affirmative action.

Federal-Provincial Cost Sharing

The Canada Assistance Plan and related cost-sharing arrangements (notably the Young Offenders Agreement and the Vocational Rehabilitation of Disabled Persons Agreement) have a significant influence on the planning of ministry programs. Under these agreements, the greatest possible advantage from revenues is achieved through providing advice concerning program design, delivery arrangements, and setting up information gathering systems that support claims. Additional effort is expended in the maintenance of schedules to the agreements and in the negotiation of cost-sharing when program changes take place.

Customer Service and the Regulatory Process

The government in general, and this ministry in particular, is committed to the improvement of access by the general public to the government and to simplifying as much as possible the process by which the public does business with the government.

The emphasis on improved customer service is especially evident in two important spheres. First, that of contact with government, which includes speedy responses to inquiries for information and services. The second sphere is the more complicated and wider concept of the public's ongoing business relations with government. Here, the emphasis is on lower costs and a decrease in the number of regulations and forms required in government transactions with members of the public. The ministry's coordinator of customer service and the regulatory process ensures that significant progress is maintained in both spheres.

Accounts Branch

The Accounts Branch provides financial information and accounting services for the ministry by processing all requests for treasury payments; recording all financial data for public accounts purposes; delivering salary cheques; performing salary verification; depositing revenues; and preparing claims to ensure that maximum revenue is obtained from Ottawa, as most ministry expenditures are shared with the federal government.

Financial Advisory Services Section

This unit acts as a corporate support group in the financial and administrative management area with particular concentration on the development and monitoring of financial and administrative policies and standards, coordination of manuals development and maintenance across the ministry, development and on-going maintenance of the financial manpower management system, improvement of financial skills of non-financial staff through the design and delivery of training seminars, and the provision of resource staff for project teams and emergency or developmental situations.

The section also provides on-going technical support to the Senior Advisor, Federal-Provincial Cost Sharing, and is available, on request, to conduct special investigations in the agency network.

Financial Planning and Corporate Analysis

The branch acts as the key corporate financial management and quantitative analysis unit supporting senior management as a whole and individually. As such, F.P.C.A. is responsible for those aspects of the controllership function related to financial management, control and planning, financial planning and quantitative analysis. It also supports the ministry's corporate planning process, and coordinates annual estimates preparation. In the ministry's relationship with Management Board of Cabinet, the branch acts as the focal point.

The role of the Capital and Administrative Services Branch is to provide administrative support services to meet operational requirements, and technical support in all aspects of capital expenditure. The units of the branch include service in accommodation, purchasing, records management, general services, capital projects, financial services and library services.

As a continuation of ministry reorganization, accommodation projects were centered around the development of space for the area and field office operations. The decentralization of Family Benefits operations necessitated planning for lease expansions on alteration projects in an effort to accommodate critical relocation schedules.

Planning for physical reorganization of Head Office operations under the ministry new organization structure was approved.

A program for the promotion of energy conservation and management was continued in facilities operated by the ministry. Our predetermined goal for reduction in overall energy consumption was successfully achieved.

The Capital Projects Manual was redrafted to meet current ministry standards. A new computerized Facility Occupancy Control Report was introduced to indicate actual occupancy versus planned capacity and approved capacity.

The three year capital work plan was introduced and implemented through the new computerized system (CAPCOMS).

Minor capital was decentralized to area offices. Fire alarm and detection systems were upgraded in a number of homes for the aged. Funding is being provided to upgrade fire alarm and detection systems in existing children's residential facilities.

The supply management program through the Central Purchasing Section continued to organize and conduct spring and fall regional meetings in three regions to instruct, introduce and clarify supply practices and procedures within the decentralized authority area of facilities and schools.

The ministry annual Toy and Gift Show, where staff select gifts for facility and school residents, was expanded.

In keeping with decentralization and reorganization, Records Management continued to concentrate on the identification and development of methods for the effective, efficient and economic processing of information throughout the ministry.

Implementation of a ministry computerized vehicle fleet management system was completed as well as the major portion of a computerized moveable assets system.

Library Services organized a ministry reading room, displaying organization charts, annual reports, publications and legislation for public access. Reference and computer services were streamlined to meet increased information requirements.

The branch provides effective current and long-term personnel management services to support line programs and ministry employees.

The Regional Operations Section gives support, advice and service to line managers and employees on continuing personnel management requirements related to matters such as employment, compensation, employee relations and employee benefits. The personnel staff are located at various centres throughout the province and report to regional personnel managers in London, Sudbury, Kingston, Toronto and the headquarters unit at Queen's Park.

During the past fiscal year, the regional personnel staff worked closely with management on personnel management actions associated with ministry restructuring and decentralization. These included the closures of Amherstburg and Hagersville Observation and Detention Homes and the resulting placement of affected staff, and the orientation and training related to new and amended policies, practices and procedures.

In the coming year, regional staff will be providing comprehensive staffing and grievance training to line managers. Closure of Champlain Training School in Alfred as well as divestments of Humber Bay Child and Family Clinic and the Regional Children's Centre in Thunder Bay will be finalized.

The Planning and Standards Section is responsible for the development of personnel policy, procedures and new programs. In addition, the section provides advice to and consults with regional personnel staff and senior ministry managers; represents the ministry at wage, working conditions and benefits negotiations and boards of arbitration; participates in Civil Service Commission class standards projects; plans, develops and coordinates special employment programs e.g. Experience Program, summer employment, employment of handicapped persons, deployment of surplus staff.

Significant initiatives during 1980-81 were undertaken in the following areas.

A major objective was undertaken by Employee Relations to mediate, resolve or arbitrate a backlog of 52 employee grievances which had accumulated in the past three years. The backlog at March, 1981 was eight. During the year 54 new grievances were lodged. Most grievances were related to classification and competitions for promotion. Policies relating to standards of conduct for ministry employees and Employees Relations Committees were developed and implemented.

The Compensation Unit participated in the Civil Service Commission class standards reviews for direct care staff, i.e. counsellors in facilities for the mentally retarded, supervisors of juveniles in training schools and workers in observation and detention homes, vocational and recreational staff, and professional social workers and non-professional social services workers. Also, as a result of management concerns, the ministry reviewed the responsibilities and compensation of first line supervisors in mental retardation facilities and training schools. Recommendations will be addressed by management in 1981-82. Authority to classify ministry positions was formally delegated to regional personnel staff. A classification manual was developed and orientation sessions conducted.

A new recruitment policy, developed by the Staffing Unit and implemented during the year, emphasized the managers' responsibilities for the recruitment and selection of staff. A survey of training required by managers in the recruitment and selection process was developed, conducted and analyzed. Staffing training will commence in 1981-82. The manager of the Staffing Unit was seconded to the Civil Service Commission for three months, to train managers in the Ontario Government in staffing procedures. In the Experience '80 Program, 741 students were hired to work in ministry agencies in fields related to their field of study. For the year's summer employment program, 676 students were employed. Seven handicapped employees were hired during the year.

The Records and Information Unit provided regular reports to management and central agencies on a variety of topics such as ministry staff strength, analysis of ministry staff development and cost. In addition, the unit participated in a review of clerical personnel procedures which will continue in 1981-82. One unit member was chosen to participate in the pilot government personnel trainee program.

The section undertook in conjunction with the ministry Manuals Coordinator the development and distribution of a Personnel Manual which outlines policy and procedures for ministry managers and staff. The section participated in the development of an orientation program for new employees, implemented a performance appraisal program for probationary staff and developed a post-termination questionnaire for ex-employees which will be implemented in 1981-82.

The Management Improvement Branch had as its objective the development and implementation of an integrated management system across the ministry in order to facilitate better program and human resource management.

In the development and implementation of management systems and processes, the branch provided advice, assistance, and guidance to ministry management at all levels. Some of the areas worked on in 1980-81 included staff training, management development, manpower planning, performance appraisal, operational (work) planning and reporting, administrative policy, and affirmative action.

The branch was composed of three sections: Affirmative Action, Human Resource Management Systems, and Program Management Systems.

The ministry is committed to Management Board of Cabinet's directive to ensure the continued implementation of the government's affirmative action program. During 1980-81, the section maintained such ongoing activities as career counselling, career development workshops, and the publishing of the affirmative action quarterly newsletter, entitled *Mainly for Women*. In addition, it implemented an executive career development program for women with career objectives leading to management, and introduced an incentive fund to support accelerated career development for women.

The Program Management Systems Section provided advice in developing and implementing a broad range of program management systems. These included systems for establishing objectives; allocating, organizing, and directing resources; and ensuring that desired results are attained efficiently and in accordance with established policy. In 1980-81, processes were developed for the integration of financial and operational (work) planning, and program performance reporting. The overall ministry management system was defined and described, and major studies were initiated in the area of freedom and confidentiality of information.

Systems Management and Coordination Branch

The Human Resource Management Systems Section provided advice in the definition of staff development needs, support in the development of new and revised processes for performance appraisal, and guidance in the delivery of specific management development programs. In 1980-81, a process for managerial performance appraisal was introduced; a performance review, evaluation, and improvement process for financial officers was developed and implemented; and a performance appraisal training program was developed and delivered to over 800 management staff in the ministry.

The objective of the Systems Management and Coordination Branch is to provide effective systems support to ministry branches and divisions by designing, developing and implementing computerized information systems; providing consultation, advice and technical support; conducting feasibility studies; and enhancing operational systems to ensure efficient use of data processing personnel, equipment and fiscal resources in achieving ministry goals.

The major thrusts of the Systems Management and Coordination Branch in the 80s will be the introduction to the ministry of cost effective, new systems technologies which will assist branches and divisions to maximize program delivery to our clients while operating within an environment of continuing restraint on public sector growth and resources.

This branch is actively involved in a strategic planning process to set the direction for the ministry's future electronic data processing (EDP) systems development, and to provide cost effective and timely systems solutions for ministry program delivery. Plans are also underway to study advantages and cost benefits of the office of the future — electronic office concept.

Several major systems activities were successfully concluded in 1980-81. Among these were:

- implementation of the child advocacy information system to gather non-clinical data on children receiving residential services in Ontario,
- the completion of a feasibility study on the use of a mini-computer to service information retrieval needs, along with recommendations for implementation of an on-line system for the child advocacy information system,
- the establishment of an information retrieval centre, now fully operational, in coordination with users in children's services,
- provision of system support for the 'study on aging' project which will form part of an international conference on aging to be held in Toronto in November 1982,

- implementation of the enhancements to the Billing for Canada Assistance Plan System. This provides the basis for the Federal-Provincial Cost Sharing arrangement for the provision of services for mentally retarded persons in this province,
- development of specifications for a network of thirty-two remote data entry terminals to support the decentralization of the Family Benefits Program, and the implementation of this program,
- completion of the project planning and preliminary systems design for, and delivery of the first two interim packages of the Comprehensive Income Maintenance System,
- initiation of the development of the Human Resource Management System. This is being designed to report staff training and development activities, and to provide a basis for ministry manpower planning activities and ad hoc personnel related reports. This system is scheduled for completion during the fall of 1981.
- completion of the development and implementation of the Capital Commitments and Projection System. This provides information on the status of capital projects, reflecting both financial and schedule detail and of management summaries, together with forecasted operating costs. It also facilitates evaluation of project proposals, by providing cost per unit for existing facilities.
- redesign of the Salary Impact System to provide financial planning reports which accurately predict the cost of current salary award contract settlements, and to provide an estimate of the salary award cost for the next fiscal year,
- initiation of the design of a new Financial Information System Project, with the creation of a task force to ascertain user requirements for financial and related statistical data to support ministry operations.

The Funding Policy Unit

The Funding Policy Unit is responsible for the development and implementation of funding policies which are consistent with the goals and policies of the ministry. In past years, the many agencies which receive funding from the ministry each did so on a different basis. In 1980-81, the ministry initiated service planning, an integrated approach to the funding of social agencies which includes:

- the completion and approval of a service plan,
- the allocation of funds through a child population based formula,
- the review of over-expenditure problems through exceptional circumstances reviews,
- an emphasis on managing within resources, planning, analysis of service objectives and methods, cost and program control.

The Operational Evaluation and Audit Branch

The Operational Evaluation and Audit Branch is responsible for the development of comprehensive auditing tools, which are to be used in the compliance and accountability testing of all programs accountable to the ministry.

The scope of audit reviews is expanding to include, in addition to financial audit, an examination of management practices, program management and operational effectiveness.

During 1980-81 emphasis was placed on operational reviews in children's aid societies, and this will continue into 1981-82.

The Management Services Unit

The Management Services Unit comprises the two separate but related functions of information support and management consulting. It has drawn together staffs and functions previously independent within the former ministry structure. The unit provides support to the ministry and its agencies by coordinating, analysing, providing and stimulating improved use of quantitative but non-financial information. It will therefore catalogue and understand all required quantitative data sources that are used or needed by ministry and agency staff.

The unit has an "information request centre" which provides data on request, assists users in understanding relationships among users of data, and actively promotes improved and wider use of data in the management process. Since most of the data sources are computer-based systems, the unit also develops and operates some corporate systems that have no unique or logical other 'owner'. It cooperates with the systems branch to ensure clear understanding, a minimum of overlap or duplication, and that 'need' is fully justified and understood.

The unit will provide a centre for expertise and planning for future office automation.

Honor Roll of Service

Employees Attaining 25 Years Service in 1980-81

M.L. Allington
Rideau Regional Centre

G.M. Armstrong
Oxford Regional Centre

H.A. Ball
Huronian Regional Centre

W.A. Barber
S.T.A.R.T. Centre

J.G. Barnes
Huronian Regional Centre

T.F. Barnett
Oxford Regional Centre

M.E. Baye
Huronian Regional Centre

E.J. Beaudin
Huronian Regional Centre

E.M. Bolton
Operational Support

V.E. Buckland
Rideau Regional Centre

V.S. Cashaback
Probation and Aftercare

D.P. Cassell
Rideau Regional Centre

C.E. Cassibo
Rideau Regional Centre

Y. Chenier
Ottawa Area Office

D.G. Commodore
Rideau Regional Centre

D.J. Coote
Huronian Regional Centre

P.J. Coughlin
Rideau Regional Centre

A.G. Crampton
Rideau Regional Centre

L. Crawford
Policy and Program Development

N. Crooks
Huronian Regional Centre

N.A. Crosgrey
Brookside School

J. Dennis
Northwestern Regional Centre

T. Divinec
Operational Support

P.S. Doef
Rideau Regional Centre

I. Doyle
Rideau Regional Centre

A.E. Farley
Rideau Regional Centre

J. Fath
Rideau Regional Centre

R.F. Ferguson
Rideau Regional Centre

J. Fraser
Huronian Regional Centre

J.F. Garry
Huronian Regional Centre

H.H. Gordon
Rideau Regional Centre

M.R. Hall
Rideau Regional Centre

S.G. Hay
Hamilton Area Office

L.M. Hegenbarth
Rideau Regional Centre

J.A. Hendry
Rideau Regional Centre

H. Hohibein
Northwestern Regional Centre

R.A. Lay
Rideau Regional Centre

J.A. Lobban
Rideau Regional Centre

J.M. Lovering
Huronian Regional Centre

J.M. Macdonald
Huronian Regional Centre

J. Malley
Huronian Regional Centre

L.H. Mars
Rideau Regional Centre

W.T. McDonald
Rideau Regional Centre

W.J. Mills
Midwestern Regional Centre

D.G. Munro
Huronian Regional Centre

M.E. Murdoch
Huronian Regional Centre

H.R. Nelson
Pine Ridge, Aurora

M. Radovanovic
Surrey Place Centre

E.V. Ralph
Operational Support

L.S. Rathwell
Rideau Regional Centre

R.J. Raymond
Huronian Regional Centre

C.E. Roach
S.T.A.R.T. Centre

R.F. Smith
Huronian Regional Centre

J.L. Spofford
Operational Support

G.D. St. Jean
Rideau Regional Centre

H.J. Walker
Oxford Regional Centre

J.H. Went
Huronian Regional Centre

A.W. White
Huronian Regional Centre

H.W. White
Pine Ridge

J.O. White
Probation and Aftercare

J.T. Wood
Huronian Regional Centre

P. Zawacki
Northwestern Regional Centre

February 1, 1981

Boards of Management for Homes for the Aged and Rest Homes
Homes for the Aged and Rest Homes Act, RSO 1970, ch 205, sec 9;
Homes for the Aged and Rest Homes Amend. Act, 1973 ch 27, sec 3

Inquiries:

Senior Citizens
4th Floor, Hepburn Block
Queen's Park, Toronto

(In Territorial Districts throughout Northern Ontario)

Children's Services Review Board
The Children's Residential Services Act, 1978, sec 3

Inquiries:

P.O. Box 251
Toronto-Dominion Centre
Toronto M5K 1J4

District Welfare Administration Boards
District Welfare Administration Boards Act, RSO 1970, ch 132, amended 1972

Inquiries:

Income Maintenance Branch
10th Floor, 2195 Yonge Street
Toronto

(In Territorial Districts throughout Northern Ontario)

Medical Advisory Board — Family Benefits Act
Family Benefits Act, RSO 1970, ch 157, sec 15

Inquiries:

10th Floor, 2195 Yonge Street
Toronto

Medical Advisory Board — Vocational Rehabilitation Services
Vocational Rehabilitation Services Act, RSO 1970, ch 484, sec 9(j)

Inquiries:

Adult Social Services
4th Floor, Hepburn Block
Queen's Park, Toronto

Social Assistance Review Board
Family Benefits Act, RSO 1970, ch 157
The Ministry of Community and Social Services Amendment Act, 1974 sec 6

Inquiries:

Room M1-56, 57,
Macdonald Block
Queen's Park, Toronto

Soldiers' Aid Commission
The Soldiers' Aid Commission Act, RSO 1960, ch 377
The Soldiers' Aid Commission Amendment Act, 1970, ch 83

Inquiries:

7th Floor,
2195 Yonge Street
Toronto

Training Schools Advisory Board
The Training Schools Act, RSO 1970, ch 467, sec 6
The Training Schools Amendment Act, 1978, ch 66, sec 2(1)

Inquiries:

2nd Floor,
700 Bay Street
Toronto

The Blind Persons' Allowances Act (program administered under The Family Benefits Act; spent as of January 31, 1981)

The Charitable Institutions Act

The Child Welfare Act, 1978 as amended by The Child Welfare Amendment Act, 1979

The Child Welfare Municipal Payments Continuance Act, 1976

The Child Welfare Validation of Adoption Orders Act, 1980

The Children's Boarding Homes Act, 1978

The Children's Institutions Act, 1978

The Children's Mental Health Services Act, 1978

The Children's Probation Act, 1978

The Children's Residential Services Act, 1978

The Day Nurseries Act, 1978

The Developmental Services Act, 1974

The Disabled Persons' Allowances Act (program administered under The Family Benefits Act; spent as of January 31, 1981)

The District Welfare Administration Boards Act

The Elderly Persons' Centres Act

The Family Benefits Act

The General Welfare Assistance Act

The Homemakers and Nurses Services Act

The Homes for the Aged and Rest Homes Act

The Homes for Retarded Persons Act

The Indian Welfare Services Act

The Ministry of Community and Social Services Act

The Provincial Courts Act (part)

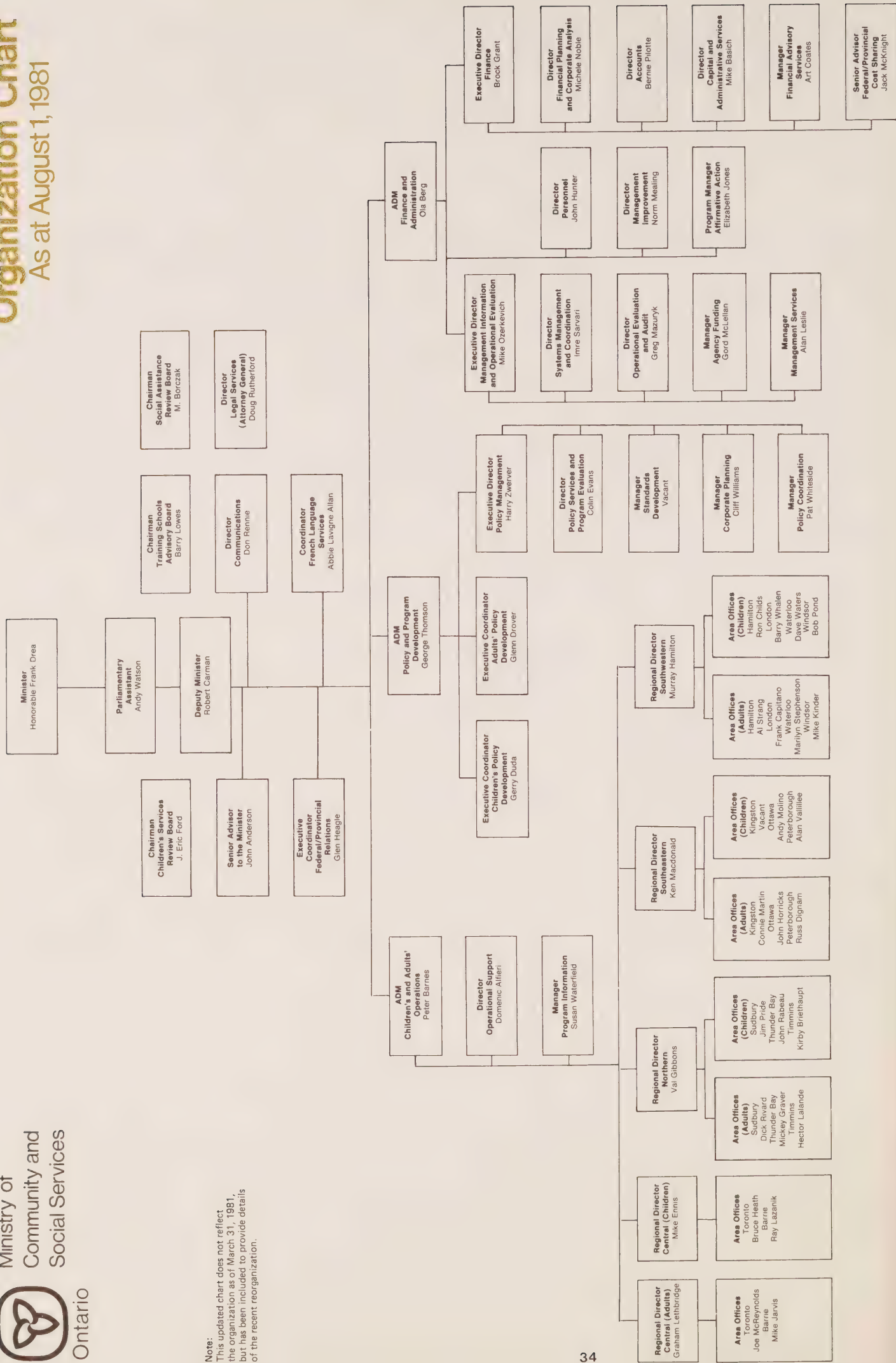
The Soldiers' Aid Commission Act, 1970

The Training Schools Act

The Unified Family Court Act (part)

The Vocational Rehabilitation Services Act

Note:
This updated chart does not reflect
the organization as of March 31, 1981,
but has been included to provide details
of the recent reorganization.





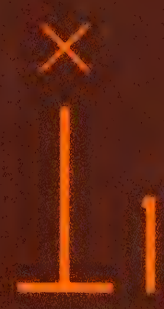


1981-82

51st Annual Report
for the fiscal year
ending March 31, 1982

Community and Social Services

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Statutes

**Statutes administered by the
Ministry of Community and Social Services
as of March 31, 1982**

Charitable Institutions Act
Child Welfare Act
Child Welfare Municipal Payments Continuance Act, 1976
Child Welfare Validation of Adoption Orders Act, 1980
Children's Institutions Act
Children's Mental Health Services Act
Children's Probation Act
Children's Residential Services Act
Day Nurseries Act
Developmental Services Act
District Welfare Administration Boards Act
Elderly Persons' Centres Act
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General Welfare Assistance Act
Homemakers and Nurses Services Act
Homes for the Aged and Rest Homes Act
Homes for Retarded Persons Act
Indian Welfare Services Act
Ministry of Community and Social Services Act
Provincial Courts Act (part)
Soldiers' Aid Commission Act, RSO 1960, ch 377
Training Schools Act
Unified Family Court Act (part)
Vocational Rehabilitation Services Act

Boards, Agencies and Commissions

**Boards, Agencies and Commissions
to which the Government of Ontario
appoints all or some of the members**

February 1, 1982

**Boards of Management for Homes for
the Aged and Rest Homes
Homes for the Aged and Rest Homes
Act, RSO 1980, ch 203, sec 9**

Inquiries:

2nd Floor, 700 Bay Street
Toronto
(In Territorial Districts throughout
Northern Ontario)

**Children's Services Review Board
Children's Residential Services Act**

Inquiries:

P.O. Box 251, Toronto-Dominion Centre
Toronto M5K 1J4

**District Welfare Administration Boards
District Welfare Administration Boards
Act**

Inquiries:

10th Floor, 2195 Yonge Street
Toronto
(In Territorial Districts throughout
Northern Ontario)

**Medical Advisory Board — Family
Benefits Act
Regulation 287, RRO 1980, sec 20
under Family Benefits Act**

Inquiries:

10th Floor, 2195 Yonge Street
Toronto

**Medical Advisory Board — Vocational
Rehabilitation Services
Vocational Rehabilitation
Services Act, Regulation 221, RRO 1980,
sec 14 under Vocational Rehabilitation Serv-
ices Act**

Inquiries:

2nd Floor, 700 Bay Street
Toronto

**Social Assistance Review Board
Ministry of Community and Social
Services Amendment Act, RSO 1980,
ch 273, sec 11**

Inquiries:

Room M1-56, 57, Macdonald Block
Queen's Park, Toronto

**Soldiers' Aid Commission
Soldiers' Aid Commission Act, RSO
1960, ch 377, sec 1**

Inquiries:

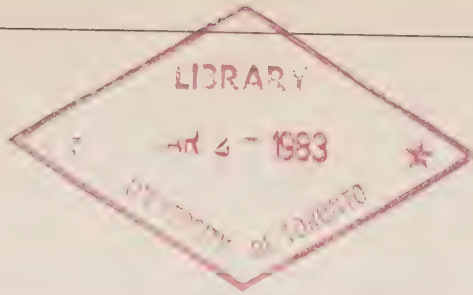
7th Floor, 2195 Yonge Street
Toronto

**Training Schools Advisory Board
Training Schools Act, RSO 1980, ch
508, sec 6**

Inquiries:

2nd Floor, 700 Bay Street
Toronto

Letter of Transmittal



Report of the Ministry of Community and Social Services 1981-82

51st Annual Report for the fiscal year ending March 31, 1982



To His Honour
The Lieutenant Governor
in Council

May it please Your Honour:

The undersigned has the honour to
present the 51st Annual Report of
the Ministry of Community and
Social Services for the fiscal year
ending March 31, 1982.
Respectfully submitted.

Hon. Frank Drea
Minister



To The Honourable Frank Drea
Minister of Community
and Social Services, Ontario

Sir:

I have the honour to present the 51st
Annual Report of the Ministry of
Community and Social Services for
the fiscal year ending March 31,
1982.
Respectfully submitted.

Robert M. McDonald
Deputy Minister

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Front cover: Blissymbols, a universal form of communication, are now widely used by speech impaired people throughout the world. The Ontario Crippled Children's Centre

was the first group to discover this important application. (Translated, the cover symbols mean: *We're here to help.*)

Deputy Minister's report

I came to the Ministry of Community and Social Services in January, 1982, and since then, because the best way to resolve a problem is to try to understand it, I have visited facilities, agencies and ministry offices throughout the province. I have met countless people employed by us and by others and have been greatly impressed by their dedication to the cause of those in need of special assistance.

In my previous job at the Ministry of Municipal Affairs and Housing, my involvement in the social housing field gave me some understanding of the needs of disadvantaged persons in our community. The Ministry of Community and Social Services helps these same people through a broad array of programs.

None of you needs to be told that our economy is in bad shape. Because it is, I am determined that this ministry will exercise the greatest restraint and fiscal responsibility which is consistent with the needs of those we serve.

Against this background, we are developing plans to meet the immediate and long-term needs of children, people who are elderly, developmentally handicapped, physically handicapped, economically disadvantaged and young offenders.

To this end, I have always believed that a community focus, by the province in conjunction with the municipalities, is the most efficient and beneficial way to use our resources. Community services to our clients will continue to expand, especially to our seniors and to persons who are disabled or who are developmentally handicapped. For example, we will continue to give priority to developing services aimed at maintaining people in their own homes wherever possible.

Our new Children's Act, soon to be in the public discussion stage, will encompass all provincial children's legislation except that which deals with education. It will simplify and clarify the law as it relates to chil-

dren's mental health, children's aid societies, child welfare, children's institutions and observation and detention homes.

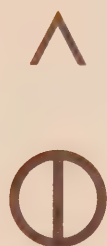
The new federal Young Offenders Act will have a substantial impact on Ontario's juvenile corrections system. The precise extent of that impact - in dollars, in programs and in custodial care - has yet to be measured.

Our income maintenance program is composed of Family Benefits and General Welfare Assistance. Both FBA and GWA will be streamlined and we plan to experiment with integrating their administration at the local level. Our objective is simple: To get the most from our human and financial resources so that we may better meet the needs of those covered by the legislation.

In our Policy and Program, Operations, and Finance and Administration Divisions, we have people working very hard to develop new and better ideas and methods for putting these ideas into practice. To make their efforts more productive and to minimize duplication and wasted effort, we are developing a corporate plan as a kind of roadmap for the way ahead. Since we cannot foretell the future, a corporate plan is the next best thing; we may not know exactly what is going to happen but we will be as prepared as we can be in these challenging and sobering closing years of the century.

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Children's and Adults' Policy and Program Development Division

This division was created in April 1981, to coordinate the Ministry's policy development and related functions. It assists the Ministry and the community in the development of consistent social services and a rational income maintenance policy.

There are three sections: Policy Management, Children's Policy Development, and Adults' Policy Development.

Policy Management

This section's responsibilities include the coordination and preparation of short- and long-term Ministry plans, and the planning, monitoring, and development of standards and guidelines for services for children and adults. It provides a focal point for liaison with Cabinet, Cabinet Committees, other ministries, and social service organizations. The section designs, funds, and manages program evaluation, and research studies on Ministry policy and program development. It also administers the Provincial Lottery Research Fund for children's services research (\$1.25 million in 1981-82), the Ministry research and demonstration grant funds (\$726,000 in 1981-82), and the Child Abuse Program demonstration, evaluation, and research projects.

Child Abuse Unit

The unit was established in 1976 to examine the problem and recommend steps that should be taken to improve techniques for the treatment of child abuse. The program provides funding for community organization grants. Regional offices, as part of Ministry decentralization,

are now responsible for agency collaboration, and for local planning of the Child Abuse Program.

Resource material and professional training packages have been developed and distributed through trainers' workshops, public education campaigns, regional seminars, and a free film lending library. Local resource libraries have been established in many Ontario communities with Ministry grants.

A highlight of the 1981-82 program was the development of a series of handbooks and training resource materials for people like nurses, law enforcement personnel, early childhood educators, social workers, and teachers.

The Child Abuse Unit is assessing the results of current research and demonstration projects, so that its findings may be shared with relevant professions, agencies, colleges, and universities.

Children's Policy Development

This section directs the development of consistent and coherent policies, programs and ways of providing children's social services within the context of the family.

Major policy and program items for 1981-82 included continuing work on a Consolidated Children's Act, a provincial response to the Federal Young Offenders Act, and continued development of the concept of local Children's Services Committees. Discussion papers were produced in Day Care, Prevention, CAS Protection Services, Case Co-ordination issues, the Hard-to-Serve Child in Ontario, Adoption Services, and Children's Services: past, present, and future.

Adults' Policy Development

This section develops effective policies to improve all existing Adults' Services programs, including improving short- and long-term planning and ensuring that social services and income maintenance policies are consistent.

Branch units specialize respectively in policy development for each of four areas: the family and single parents, the elderly, and mentally retarded and physically handicapped persons.

In 1981-82, papers and projects completed by the section included a province-wide shelter supplement for recipients of Family Benefits and General Welfare Assistance, a major paper on Individual Program Planning, preparation of a preliminary report on M.R. prevention, a paper on Volunteer Services Initiatives for the elderly and an examination of the Ministry's role regarding physically handicapped persons.

Projects on which work began include a survey of hostels and halfway homes; the provision of rate increases for recipients who are permanently unemployable for medical reasons and single women aged 60-64 years; the co-ordination of Home-maker Services with Ministry of Health's Home Care Programs and MCSS's Home Support Service.

Operations Division

Operations introduction

The Operations Division is responsible for the delivery of all programs under Community and Social Services administration once policies have been approved.

Effective service delivery means providing support to those who are perceived to be in need and are not covered in other programs – the developmentally and physically handicapped, the aged, children without protection, and people requiring financial assistance. The division makes sure that the Ministry is aware of the specific needs of each community and that appropriate plans are made to meet these needs.

The Ministry works directly with clients, with other governments such as regional municipalities, and through the many agencies it funds.

The Operations Division is a well integrated network of field offices – five regional and twenty-four area offices, coordinated by the Office of the Assistant Deputy Minister, Operations; and the Program Information and Operational Support Branches at head office.

In the newly decentralized structure, the Program Information Unit serves as a link between the region and area offices, and the Ministry's senior management, so that senior managers are kept informed of all serious local occurrences or contentious issues. The unit's other duties include coordinating all the Minister's mail, developing Minister's and Deputy Minister's briefing notes for meetings or visits, and handling all inquiries from the public, made in person or by telephone, to the Minister's office.

The Operational Support Branch consists of five major units: Operational Services, Project Management

and Implementation Planning, Mental Retardation Services, Medical Services, and Income Maintenance.

Operational Services carries out a number of diverse functions required to support the division's decentralized field organization. Through its Program Support Section, for example, it gives advice on field program implementation, and coordinates the development of information packages and operations manuals for regional use.

The Project Management and Implementation Planning Unit ensures that all Ministry program and policy changes are introduced efficiently and consistently. Its specific duties include determining the operational implications of new policy development, and maintaining a monitoring system for all policies and programs.

The Mental Retardation Services Unit administers community programming for developmentally handicapped children and adults in the interim, so that the newly decentralized services will be integrated and consolidated effectively.

The Medical Services Unit coordinates the key medical services in all Ministry-operated programs – medical advisory boards of the Income Maintenance and Vocational Rehabilitation Programs as well as medical services in M.R. facilities and homes for the aged. Support is provided to these programs by consultants in psychiatry, geriatrics, rehabilitation, general medicine and dentistry.

The Income Maintenance Unit administers the provincial allowances and benefits program, and the Ontario drug plan, and oversees the municipal program of assistance to persons in need.

On April 1, 1981, adults' and children's program delivery functions (including M.R. facilities) were amal-

gamated into one Operations Division. It is hoped that this will promote integrated planning and priority setting in all Ministry programs, and that Ministry field staff will now be seen to be part of a coordinated approach to programming.

However, it was felt that although regional offices were amalgamated, there should be separate area offices for adults and children in most cases, so that staff could remain sensitive to individual needs.

Community and direct programming, particularly for the developmentally handicapped, has been successfully coordinated. Increasingly, staff have recognized the many links between adult's and children's programs, and previously disparate area offices have become more aware of one another's goals.

Other 1981-82 accomplishments

The "services" approach to funding Ontario's children's aid societies has been effectively implemented, new day care projects have been introduced, and the Ministry's deinstitutionalization program for training schools has been completed.

The Special Needs/Services and Tri-Ministry projects for developmentally handicapped children and adults have been launched. As part of the ministry's program for the International Year of Disabled Persons, a further 54 attendant care spaces were made available throughout Ontario.

Priorities for 1982-83 will include the decentralization of income maintenance decision-making, and, in M.R. Services, the allocation of community money to make planning for the developmentally handicapped more flexible. The "services" approach to planning and funding will be extended to all children's mental health centres.

Finance and Administration Division

The Finance and Administration Division is responsible for providing corporate support to senior management through the Assistant Deputy Minister, and operational support through branches required for central expertise or efficiency of delivery.

A major effort was made during the year to build up systems development to help branches and divisions improve delivery of programs to our clients. The Funding Policy Unit is working on plans to introduce the services approach to funding in Children's Mental Health Centres in 1983-84. The division provides advice and assistance to managers on Ministry management processes. More performance appraisal plans were introduced, and manpower planning needs were identified. A Human Resource Information computer system was developed to improve training, reporting and planning.

The division continues to provide administrative support on financial and personnel matters, and to administer the Federal-Provincial Cost-Sharing Program and the Affirmative Action Program.

Federal-Provincial Cost Sharing

The Canada Assistance Plan and related cost-sharing arrangements - The Young Offenders Agreement, The Vocational Rehabilitation of Disabled Persons Agreement and The Indian Welfare Services Agreement - have a significant influence on Ministry programs.

Accordingly, advice and consultation are provided on policy formulation, program design, and delivery arrangements, and the development of related financial and other data gathering systems. This helps ensure maximum revenue and the integrity of claims.

The branch also maintains schedules for the agreements, negotiates sharing as changes take place, and settles claims.

Financial Planning and Corporate Analysis

This branch is the key corporate financial management and quantitative analysis unit, and assists senior management collectively and individually.

The Budgets and Financial Control Section is responsible for the Ministry's control of in-year financial management, and for manpower and budgetary control. It provides financial support to Head Office branches, and to the Assistant Deputy Minister of Operations, advising on, and coordinating management and analysis of the finances of all four regions.

The section consults regularly with officials of the Management Board Secretariat, especially on Management Board submissions and financial information. It develops and provides advice on financial information systems which support financial management and controllership and interprets central agency financial policy and guidelines on Ministry funding and legislation.

The Financial Planning and Analysis Section identifies and analyzes short-term planning issues and their effect on Ministry programs, and long-term resource strategies. It helps to develop priority plans and long-term resource strategies. This requires the provision of accurate, financial and economic analysis of proposed and current programs. The section coordinates the base forecast, estimates, and the allocation process, as well as Management by Results and related improvement projects.

Financial Advisory Services Section

This unit acts as a corporate support group for financial and administrative management. It develops and monitors financial and administrative policies and standards, coordinates manuals development and maintenance, and develops and maintains the financial manpower management system. It works to improve financial skills of non-financial staff through training seminars, and provides resource staff for project teams, emergencies and new developments.

The section also provides technical support to the Senior Adviser, Federal-Provincial Cost Sharing, and is available to conduct special investigations in the agency network.

Some major achievements were the first full-scale financial officer conference, and the introduction of the financial manpower management system which requires annual performance appraisal. The section introduced personnel, legislation and cost-sharing manuals and standardized and maintained all other ministry manuals. The cost-sharing technical support role was expanded.

Accounts Branch

The Accounts Branch provides financial information and accounting services. It processes all requests for treasury payments; records all financial data for public accounts; delivers salary cheques; performs salary verification; deposits revenues; and, as most Ministry expenditures are shared with the federal government, prepares claims to ensure that maximum revenue is obtained from Ottawa.

The Accounts Branch has three major sections: Expenditure, Revenue and Financial Control. The Expenditure Section comprises the Accounts Payable, Subsidies, Salary, and Attendance Units; the Revenue Section includes the Claims and Accounts Receivable Units; and the Financial Control Section is made up of the Advance Accounts, Financial Statements and Machine Units.

The branch processes all financial transactions in the Ministry, and in 1981-82, processed more than 500,000 invoices and subsidies, approximately 200,000 salary changes, and over 270 claims to the Government of Canada.

It also amalgamated all the Ministry bank accounts, and assisted with or prepared various Ministry manuals, such as the Financial Officers Manual, Cost-Sharing Manual, Ministry Manual of Administration, and Accounts Manual, and participated in computer task forces, including those on the family benefit system and the financial information system.

The Funding Policy Unit

The Funding Policy Unit develops and implements the services approach to funding for children's services. This approach provides a structure within which the goals and policies of the Ministry can be carried out at the local level.

The services approach means that financial objectives are set, and aspects of planning clearly defined. It improves control of the inventories of all resources and the monitoring of services and their use. The unit has developed a standard system for budgeting and reimbursement that makes it possible to allocate equal funds to regions, compare expenditures for different programs, and control all budgets.

This approach to funding was first introduced to children's aid societies in 1980 and 1981. Revisions introduced in 1982 included an updating of the child population based allocation formula. Through this, society funds are allocated according to weighted figures reflecting differing local socio-economic conditions. Responsibility for this funding approach in children's aid societies was transferred to Operations Division in 1981-82.

Plans to introduce the services approach to funding in children's mental health centres began in 1982. The Ministry will work with the centres to develop it in 1982-83, and it should be operating by 1983-84.

Operational Evaluation and Audit Branch

This branch examines Ministry-funded programs and services, both transfer payment and directly operated, to ensure that financial and management control mechanisms are adequate, and that Ministry and government directions are followed.

It tries to find out whether funds and public property are being adequately safeguarded, and provides management with relevant financial information. It makes sure that legislative, central agency, and Ministry directions are followed, and ensures due regard for economy and efficiency of operations. The branch also exam-

ines the appropriateness of evaluation procedures and decides whether they are operating satisfactorily.

A variety of review and audit methods, in general use or specifically developed by the branch, are used, and include a framework of annual work plans and multi-year cycles.

Major accomplishments during the past year include the establishment of an Electronic Data Processing Review Unit and detailed documentation of the Ministry's major EDP systems. A comprehensive generic methodology has been developed and is being used. Operational reviews of children's aid societies, and a comprehensive analysis of federal-provincial cost-shared programs have been done.

Management Information Systems

The Management Information Systems Branch provides effective computerized information systems, offers consultation and technical support, conducts feasibility studies, improves operational systems, and provides information to all levels of management so that informed and effective decisions can be made. The Systems Management and Coordination Branch, and the Management Service Unit were merged in 1981-82, to form the Management Information Systems Branch (MIS).

Electronic data processing systems are now being used by the branch, so that, at this time of restraint in government spending, the most cost-effective and efficient ways of delivering programs can be organized.

Technical changes planned include the introduction of advanced development languages. A prototype approach is being used, to find out, early in developing a system, what users really need, and an information centre is planned, so that users and staff may communicate.

Significant development projects included the comprehensive income maintenance system, the development of a new CAS reporting system, initial work to standardize social services terminology for data planning, and the development of a human resources information system.

Capital and Administrative Services Branch

The Capital and Administrative Services Branch provides administrative and technical support services for the Ministry in all aspects of capital expenditure. Units within the branch include accommodation, purchasing, records management, general services, capital projects, financial services, and library services.

This year, the Accommodation Section has concentrated on the completion of field office accommodation. Decentralization of the Family Benefits Program has required expansion and alterations at 44 field locations. Sixty per cent of head office moves are now complete.

The relationship of the Ministry Fire Services Advisors to the Municipal and Charitable Homes for the Aged was redefined. Local fire authorities will be primarily responsible for inspections, but some 40 homes in remote and rural areas will be serviced by the Ministry Fire Services Advisors, who will provide consultative services, and will provide direct service to Ministry operated facilities.

Using Ministry of Energy funding, a Ministry Energy Co-ordinator has helped with the promotion and management of energy conservation within the Ministry and its agencies. Throughout the province, maintenance projects continue, and new conservation measures are now being implemented. One major accomplishment was the conversion of 53 Ministry vehicles to propane power.

Some 300 capital projects, with total costs of \$13.7 million, were continued during the year. The capital computerized control system (CAPCOMS) was improved, and training sessions on the Capital Program and associated systems were held for region and area staff.

The Supply Management Program, through the Central Purchasing Section, held the annual spring and fall regional meetings in three regions. Ministry supply practices and procedures were discussed.

The Ministry Furniture Committee, with representatives from the Operations and Finance Divisions, has revised the catalogue and specifications for institutional furniture for developmentally handicapped facilities and training schools. The annual Toy and Gift Show, held in June, was updated to meet the needs of facilities, homes, and schools for gifts for Christmas and special events.

Because of legislation pending on Freedom of Information and Individual Privacy, Records Management Services concentrated on the issues of confidentiality, release of information from client and administrative files, record security, and access to information. A Vital Records program was developed.

To improve services, the General Services Section and Distribution Centre were relocated to larger and more suitable premises. The moveable assets and vehicle fleet management systems, which provide new management information and cost savings evaluations, were improved.

The Ministry Library was moved to larger and more convenient quarters, with room for more reference materials. Library services have been streamlined this year through the expansion of computerized literature search services, and the microfilming of many back issues of resource publications.

Personnel Branch

The branch provides effective current and long-term personnel management services for line programs and Ministry employees.

The Regional Operations Section gives support, advice, and service to line managers and employees on matters such as employment, compensation, employee relations, and employee benefits. Personnel staff work at various centres throughout the province and report to regional personnel managers in London, Sudbury, Kingston, Toronto, and headquarters unit at Queen's Park.

During the fiscal year, the regional personnel staff worked closely with management on personnel management actions associated with Ministry restructuring and decentralization. These included closures of Champlain Training School (Alfred), and White Oaks Village (Hagersville), and the placement of affected staff;

and the orientation and training related to new and amended policies, practices and procedures. Regional personnel staff provided a four-day staffing training workshop and a one-day grievance workshop for over 300 line managers. The same training will be provided to a further 1,000 line managers.

The Planning and Standards Section of the Personnel Branch develops personnel policy, procedures, and new programs. It provides advice to, and consults with, regional personnel staff and senior Ministry managers; represents the Ministry at wage, working conditions and benefits negotiations, and boards of arbitration; participates in Civil Service Commission government-wide policy and standards projects; and plans, develops, and co-ordinates special employment programs such as Experience '81.

The Employee Relations Unit continued its efforts to settle employee grievances through negotiations or mediation prior to arbitration. During the year, 81 grievances, mostly about classification and competitions for promotion, were lodged. Twelve grievances went to arbitration.

The Compensation Unit participated in government class standards reviews for counsellors in facilities for the developmentally handicapped; supervisors of juveniles in training schools and workers in observation and detention homes; vocational and recreational staff; professional social workers and social services workers; psychometrists; and clerical and office services employees.

The Recruitment Unit wrote and coordinated publication and distribution of *"I want to work with people/ j'aime ça travailler avec les gens"*. This employment brochure identifies the types of jobs available with the Ministry and outlines the skills and knowledge required to perform them. The unit also coordinated placement of staff made surplus because of two facility closures.

For the Experience '81 Program, 712 summer students were hired to work in Ministry - funded agencies in positions related to their fields of study. In the regular summer employment program, there were 735 students, and 453 students worked with the developmentally handicapped in Schedule I and II facilities. During the year, 126 co-op students were also employed.

Staff of the Records and Information Unit helped to develop and implement the human resource management information system, which provides employee information for personnel planning and decision-making. They also provided reports on issues like staff strength and costing.

Two new projects began. The branch hired a coordinator to develop an Employee Assistance Program in selected locations in the Ministry. Post-termination questionnaires were forwarded to all employees who separated from the Ministry during the year, and results will be analyzed in 1982-83.

Human Resource Management Systems

Human Resource Management Systems develops and implements policies and systems related to management development, staff development, performance appraisal, and manpower planning.

Several major new staff development plans were begun this year. Administrative systems necessary for decentralized training, including a computerized, high level reporting and planning system, were designed. The section developed a register of consultants and manual information systems for external programs. An adult education program for the training staff in Schedule I facilities was organized. This was followed by a survey carried out in collaboration with Operations Division management, and the administrators of the facilities, to determine training requirements for facility staff. There were a number of training programs for field staff and staff in central offices. New delivery systems for probation and aftercare mandatory training programs are being developed and will be completed in 1982-83.

The section provided advice and consultation necessary to support the performance appraisal system, and workshops on management performance appraisal were continued. A review of the requirements for manpower planning in the Ministry, and initial work on identifying various approaches to management training, were carried out.

Affirmative Action

The Ministry is committed to Management Board of Cabinet's directive that the government should have an Affirmative Action Program. The program attempts to increase the pool of qualified women in the Ontario public service, to encourage the

fullest use of women's potential, and to increase women's awareness of the many non-traditional jobs that they can consider.

During 1981-82, increased management accountability for the program was emphasized. The Affirmative Action office provided advice and assistance, and monitored progress,

for senior management. Staff give career counselling, run career planning workshops, and publish the Affirmative Action newsletter, *Mainly for Women*.

Communications Branch

The function of the Communications Branch is to explain and publicize, in a variety of ways, the nature, general objectives, and programs of the Ministry. This includes responding promptly and intelligently to requests from the print and broadcast media for information and interviews with senior staff.

The branch designs and produces information pamphlets, news releases, speeches, posters, displays, and audio-visual programs. It also publishes *Dialogue*, the in-house news magazine which highlights Ministry activities around the province.

In 1981-82, approximately 25,000 telephone, 500 in person, and 3,000 written requests were handled by the branch's Inquiries Unit. This unit, in cooperation with the Citizens' Inquiry Bureau of the Ministry of Government Services, responds to telephone, in-person and written requests for information. The unit is on the main floor of the Macdonald Block.

Special activities

Multicultural

To serve the third language community, the branch collaborated with Channel 47 (MTV) in producing six two-minute messages on the programs of the Ministry. These messages were translated into ten languages and aired in the Toronto area from January 1 to March 31, 1982.

Parent education

A major provincial television campaign using two commercials entitled *Discipline and Nurturing* was sponsored by the Ministry. Over

1,300 letters requesting information were received by the branch.

IYDP

The branch was involved in the production of an inter-ministerial campaign to promote public awareness of International Year for Disabled Persons. In cooperation with the Toronto Transit Commission two transit cards carrying the IYDP theme were posted in public transportation vehicles.

Senior Citizens' Week

This is the eleventh year in which the Communications Branch has coordinated public relations and information for Senior Citizens' Week including the production of a poster and related print materials.

Field activities

Branch personnel offered consultation and public relations services to area offices for special events throughout the province. A highlight was a major conference in northwestern Ontario involving 70 community agencies.

Media liaison

The media liaison section continued to issue news releases, statements and speeches and to provide information to television, radio, and the print media. It responded to approximately 1,500 inquiries this fiscal year.

Audio/Visual

The Communications Branch produced a tape/slide presentation on probation and aftercare. Technical service was provided twice weekly for media relations seminars. The

staff also provided services such as film viewings, audio tapings, and equipment loans.

Publications

One hundred and ten publications were produced during the year. New publications included:

Are You Thinking of Adoption for Your Child?
explores parents' many questions on adoption, and what help is available.

Films on Child Abuse for Professionals
a list of selected training resource materials on child abuse.

I Want to Work with People
an outline of positions available for people interested in working in residential and community programs within this Ministry.

On Your Way to Work
information on job counselling, assessment training and placement for disabled people.

Put On a Public Face
a public relations guide for children's aid societies.

The Staff You Need
a booklet for employers, encouraging the hiring of disabled persons.

Today's Child and Helen Allen
a book describing the growth of adoption in Ontario over the last two decades and Helen Allen's significant contribution through the syndicated column "Today's Child".

The Ministry's policy of offering Franco-Ontarians equal access to services of equal quality, has progressed substantially.

In 1978, the Ministry stated that it would improve services in French and would help preserve the language and culture of Ontario's French population. Consultation with the Franco-Ontarian community identified needs that, by 1981, were being met.

Administration of the Ministry's French language service (FLS) program is being integrated into standard Ministry programs and procedures. Established information-sharing links with the Franco-Ontarian community, and the social agencies servicing it, are used to monitor and evaluate progress.

The Office of the Coordinator, reporting to the Deputy Minister, coordinates French services, and acts as a Ministry resource at meetings with the Franco-Ontarian community. Issues addressed include day care, social assistance, home support services, children's mental health, prevention of delinquency, addiction and family breakdown, services to the mentally and physically handicapped, volunteerism, adoption and foster care. Demands are evaluated in the context of the Ministry's FLS policy, and transmitted to Ministry staff concerned. The office maintains a Ministry-wide "correspondence" consultation service, and a clipping service with translations.

The coordinator represents the Ministry on a committee of full-time coordinators which helps develop central policies on bilingual staffing and

French-language training. It also makes presentations to the minister responsible for FLS, to senior public servants at the Civil Service Commission, to Franco-Ontarian associations, and to high school students in French language schools. It evaluates requests for subsidies from the \$1 million Fonds de Soutien, a central community support grant program.

Results of research during the last fiscal year indicated widespread awareness of the Ministry's French Service commitment and that, in spite of staff and budget constraints, French Language Services were more widely available. Increased contact between ministries has developed a sense of common direction in the FLS field.

Highlights of the year

- The Office of the Coordinator made Central and Southwest Regions responsible for French field service concerns. (Southeast and North Regions have been decentralized since 1979 and 1980, respectively.)
- Ministry policy directed that head office in Metropolitan Toronto should have a French language capacity. Central Region conducted a survey of the city's French services capabilities, to be shared with Metropolitan Toronto's French Services Committee.
- In June, the Minister, Frank Drea, announced a program to increase and improve services for delinquents and disturbed youth in Eastern Ontario. Projects included the development of a multi-use group home, for up to eight francophone juvenile offenders and emotionally disturbed youths.
- A foster care consultation paper inviting public and agency comment was translated into French, at a cost of \$9,000, to encourage French community response. The document, *Placement familial: projet de normes et directives*, is part of a bilingual information and recruitment program. It will be distributed in 1982 at a cost of \$14,000.
- The North Region funded the translation of an extensive child protection training document. This major document, *Travailleurs sociaux des services de protection directe, Volume II*, is being used as a basic manual for Ministry-run child abuse seminars in children's aid societies. It was distributed among francophone professionals and agencies, to provide francophone social workers with professional French terminology.
- The Office of the Coordinator participated in an extensive Cabinet review of French services, in which Ministry strategies and achievements were studied and evaluated. This review will be presented in 1982.
- The Service Francophone d'Intervention Psychosociale, a mental health unit funded by the Ministry and administered by the Sudbury-Algoma Hospital, was officially opened. This service will allow francophone children and their families to receive services in their own language.

L'objectif du ministère qui est de fournir aux Franco-ontariens un accès égal aux services tout en offrant la même qualité, a rapporté des progrès substantiels.

En 1978, le ministère a annoncé qu'il améliorerait les services en français et aiderait à préserver la langue et la culture de la population française de l'Ontario. Une consultation avec la communauté Franco-ontarienne identifia les besoins qui devaient être satisfaits dès 1981.

L'administration du programme des services en français du ministère est en train de s'intégrer dans les programmes de normes et de l'ensemble des formalités du ministère. Des liens, solidement établis entre la communauté franco-ontarienne et les organismes sociaux pour le partage des informations, sont utilisés pour contrôler et évaluer les progrès.

Le bureau du Coordonnateur qui se rapporte au sous-ministre, coordonne les services en français et prend part en qualité de personne ressource du ministère aux réunions avec la communauté franco-ontarienne. Les sujets traités se rapportent aux garderies d'enfants, à l'assistance sociale, aux services de soutien à domicile, à l'hygiène mentale pour enfants, à la prévention de la délinquance juvénile, à l'intoxication et à l'éclatement de la famille, aux services offerts aux personnes handicapées mentalement et physiquement, au bénévolat, à l'adoption et au placement familial. Les demandes sont évaluées dans le contexte de la politique des services en français du ministère et sont dirigées vers le personnel concerné du ministère. Le bureau maintient un service de consultation ayant trait à la correspondance par tout le ministère et un service de découpages de journaux avec traductions.

Le Coordonnateur représente le ministère en faisant partie d'un comité de coordonnateurs à plein temps lequel aide à promouvoir les politiques centrales relativement à l'embauche-

ment et à la formation du personnel bilingue. Il fait des présentations au ministre responsable des services en français, au personnel cadre de la Commission de la Fonction publique, aux associations franco-ontariennes, et aux étudiants des écoles secondaires francophones. Il évalue les demandes de subventions provenant du Fonds de soutien d'un million de dollars, un programme central de subvention à l'intention de la communauté.

Différentes études faites au cours de la dernière année fiscale ont démontré que le public prend de plus en plus conscience de l'engagement pris par le ministère relativement aux services en français, et que malgré les restrictions au niveau du personnel et du budget, la disponibilité des services en français a été grandement améliorée. Un plus grand contact entre les ministères a contribué au développement d'un sens de direction commune dans le domaine des services en français.

Faits saillants de l'année

- Le bureau du Coordonnateur a délégué aux régions du centre et du sud-ouest la responsabilité de régler les problèmes locaux relevant des services en français. (Les régions du sud-est et du nord ont été décentralisées depuis 1979 et 1980 respectivement.)
- La politique du ministère a établi que le siège social du Toronto métropolitain devait offrir les services en français à la population francophone. La région centrale a tenu une enquête sur les services en français offerts dans la ville même, afin de les partager avec le comité français du Toronto métropolitain.
- En juin, le Ministre, Frank Drea, a annoncé un programme pour développer et améliorer les services à l'intention des jeunes qui souffrent de perturbations affectives et des jeunes délinquants de l'est ontarien. Les projets comprenaient l'ouverture d'un établissement servant à différents usages pour au

plus huit jeunes délinquants et adolescents souffrant de perturbations affectives.

- Une documentation de consultation relativement au placement familial invitant les commentaires du public et des différents organismes a été traduit en français au coût de \$9,000, dans le but d'encourager la réponse de la communauté francophone. Le document, *Placement familial: Projet de normes et directives*, fait partie d'un programme de formation et de recrutement bilingue. Il sera distribué en 1982 au coût de \$14,000.
- La région du nord a subventionné la traduction d'un document très élaboré relatif à la formation dans le domaine de la Protection de l'Enfance. Ce document majeur, *Travailleurs sociaux des services de protection directe, Volume II*, sert actuellement de manuel de base pour des séminaires organisés dans les Sociétés de l'aide à l'enfance par le ministère sur le sujet des enfants maltraités. Il fut distribué aux professionnels et organismes francophones, afin de procurer aux travailleurs sociaux francophones une terminologie professionnelle en français.
- Le bureau du Coordonnateur a participé à une révision approfondie des services en français pour les membres du Conseil des Ministres, dans laquelle les tâches et les stratégies du ministère furent étudiées et évaluées. Cette révision sera présentée en 1982.
- Le Service Francophone d'Intervention Psychosociale, un centre d'hygiène mentale subventionné par le ministère et administré par l'hôpital de Sudbury-Algoma fut ouvert officiellement. Ce service permettra aux enfants francophones et à leurs familles de recevoir dans leur propre langue les services dont ils requièrent.

Legal Services Branch

Legal Services Branch, with staff seconded from the Ministry of the Attorney General reporting directly to the Deputy Minister, is centrally administered, and provides legal advice and agreements to all area offices of the Ministry. Lawyers of the branch represented the Ministry

at hearings before courts and tribunals in various parts of the province.

Last year, the branch developed a standard purchase-of-services form of agreement, for area offices to use in distributing grants and subsidies.

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The Regions

Since the decentralization of this Ministry, all its services and programs have been delivered by its four regions: North, Southeast, Southwest, and Central. There are six areas of service: those for the physically handicapped, the developmentally handicapped, and senior citizens; adult services (largely income maintenance), children's services, and those where the Ministry works in the community (hostels, crisis centres, and counselling services).

Southeast Region stretches from Durham and Victoria Counties in the southwest, to Renfrew in the north, and the Counties of Prescott and Glengarry in the extreme eastern corner of the province. The population of the region is approximately 1,666,130, or 19.5 per cent of the province's total population. Services are administered by a staff of 2,750, located in the Kingston Regional Office, three adults' and three children's area offices in Ottawa, Kingston, and Peterborough, and in the region's directly operated facilities, observation and detention homes, and training schools.

Southwest Region is a triangle stretching from Bruce and Grey Counties in the north, to Essex in the southwest, and Niagara County in the southeast. Its population is approximately 3,000,000, or one-third of the total provincial population, and Ministry staff number 3,000. The regional office is in London, and the area offices are in London, Waterloo and Windsor.

Central Region includes the Municipality of Metropolitan Toronto, York and Peel Regions, and Simcoe and Dufferin Counties. With a total population of 3,200,000, this small geographic area contains about 36 per cent of the province's population. There are two regional offices in Toronto, (one adults' and one children's), and area offices in Metro Toronto and Barrie.

Northern Ontario covers 814,447 square kilometres (over two-thirds of the total area of the province). It extends from the southern boundaries of Muskoka and Nipissing, northwest to the Manitoba border, and northeast to the Quebec border and James Bay and Hudson Bay, and approximately one half of it is accessible only by air or rail. The region's sparse and largely rural population totals 857,956, with a high concentration of native persons (6.6 per cent registered Indians), and a substantial francophone population (19 per cent). The regional office is in Sault Ste. Marie, and area offices are in Sudbury, Timmins and Thunder Bay. There is a total staff of 910.

In all the regions, there are local offices, facilities for the developmentally handicapped, observation and detention homes, and training schools, whose staffs are included in the staff totals.

Southeast Region

New programs for the developmentally and physically handicapped persons living in the community included three expanded and two new life skills programs for a total of 40 clients, vocational services for an additional 38 people, three new residential programs for 22 adults, and extension of the Adult Protective Services program.

During 1981-82, A Native Child Welfare Agreement was made with the Curve Lake Indian Band, so that the Band Council plays a greater role in providing child welfare services, and fewer native children are taken off the reserve and placed in care in non-native settings.

Francophone programs receiving funding included counselling services for Ottawa francophones in receipt of general welfare assistance (GWA) or family benefits allowance (FBA). A francophone worker has been hired

to provide educational support to the Ottawa Parent/Preschool Resource Centre, and bilingual services have been provided for the Ottawa Chapter of the Early Childhood Education Association. A variety of community projects such as French translation services, studies of alcoholism and gerontology, and a home support service for francophones, are being organized through Ottawa Social Planning Council. After negotiations with the Ministry of Health, the region has approved the establishment of a new halfway house for francophone alcoholics.

Southwest Region

Administration of the southwest's six Schedule I (direct-operated) and five Schedule II (Ministry-funded) facilities for the developmentally handicapped, previously part of the Ministry's Mental Retardation Services Division, was transferred to regional operations during 1981-82.

Among new services for the developmentally handicapped will be a set of common data on the region's developmentally handicapped population, a planning tool which will help assess program needs.

The catchment areas for the region's Schedule I and II facilities are being examined with a view to realigning boundaries so there is one primary provider per geographic area and everyone requiring assistance has access to such programs.

A new Children's Mental Health Centre in the Haldimand-Norfolk region provides treatment and counselling services to area children and their families. Fourteen core residence spaces and eight parent relief beds were developed for severely and profoundly developmentally handicapped children in the London area. A Participation House Apartment Project was opened in Kitchener so that 12 physically handicapped people could live independently in apartments.

Central Region

A major achievement in adult services this year was the decentralization of Income Maintenance files. Responsibility for decision-making was delegated to local offices in the Barrie area. This pilot project for the province was successful, so all area offices will be decentralized.

During 1981-82, the Toronto Area Office introduced a 24-hour "hot-line" for seniors. The phones are staffed by four senior volunteers working in two shifts of two. On average, 40 to 50 calls, requesting information on home support and assistance with financial problems, are received daily.

A 1980-81 increase (from 50 to 80 per cent) in the provincial share of the costs of purchasing family counseling services has made it possible for the municipalities of Toronto and Barrie to offer such support to more people. This includes funding for a new team, operated by social workers and the police, which responds to domestic disputes and attempts to resolve these before they result in crime.

The Central Regional Office (adults) and the Toronto Area Office worked cooperatively with the Metro Toronto Coordinating Committee for the Mentally Retarded to conduct a survey of Metropolitan Toronto developmentally handicapped people and their families. The study was designed to assess existing programs and to help forecast demand for services over the next five years.

Central Region funded 13 informal care, and six private home day care proposals, 15 requests for capital and operational start-up assistance, and six public education projects.

One of only three "round-the-clock" day care centres in Ontario was opened in what was formerly a Barrie area residential institution. This flexible service for parents on shift work is already proving valuable.

Several changes were made in the region's residential programs. Thistle-town Regional Centre opened a new residence for developmentally handicapped autistic young adults, who require long-term support in a small facility setting. It also assumed responsibility for Oakville's Syl Apps Youth Centre, which will become the focal point for the region's secure services program. The centre's 16 secure treatment beds will be available in July, 1982.

The Barrie Area office helped to establish the Peel Children's Foundation, so that appropriate assistance is provided for "hard-to-serve" children in Peel Region through consultation, advocacy, brokerage, and special funding. During 1981-82, the Foundation handled 324 cases and funded 128 children.

Ministry funding was also allocated to the Barrie Children's Aid Society for the development of a single mother's drop-in centre, a boys and girls club, a street worker program, and behavior management services.

North Region

With the Ministry of Northern Affairs, the Ministry launched a bursary program in October 1981, for masters level psychology or social work students, to provide more professionals for Northern Ontario. Bursary recipients received \$5,000 per year (for a maximum of two years) on the condition that they practice in the region one full year for each academic year of bursary assistance.

Research on the boom/bust phenomenon and on isolated communities in Northern Ontario, indicates that the use of social workers as generalists rather than specialists should be explored, so an adult generalist social worker has been placed in Moosonee to expand the already established generalist approach in Children's services. The development of a multi-purpose facility in Moosonee, to be in use in 1982-83, was approved.

Wawa has one social worker, responsible for Family Benefits, General Welfare Assistance, Vocational Rehabilitation, and services for developmentally handicapped people.

In 1981-82, four day care planning priorities were identified-early intervention, development of integrated programs, increased day nursery school programs, and a further increase in private home day care. A further 159 subsidized spaces (\$350,000) were made available, and funds were provided for 69 new day nursery projects (39 in North Central, six in the Northeast and 24 in the Northwest Areas). New day nurseries were established in Balmertown and Longlac.

Two new culturally appropriate services, a native day nursery at Sucker Creek Reserve on Manitoulin Island and a bilingual day nursery for the developmentally handicapped program at Sturgeon Falls, were started.

Seventeen native child welfare programs were funded. The Kenora Native Street Patrol demonstration project was evaluated, approved, and given further funds.

French language training for staff has begun and a regional policy on francophone staffing was introduced. A Francophone Assessment Unit at the Sudbury/Algoma Hospital, and bilingual day nursery services have been established.

Three foster care programs for the developmentally handicapped were established through children's aid societies in Kenora, Thunder Bay and Sudbury, and two foster home support services in Kenora and Thunder Bay. Infant stimulation programs were started in Dryden and Geraldton (providing outreach services to Beardmore, Aroland and Jellicoe).

Income Maintenance Programs

Income maintenance programs are under the legislative authority of The Family Benefits Act, The General Welfare Assistance Act, The District Welfare Administration Boards Act and The Soldiers' Aid Commission Act. They provide alternative income to persons who are unable to support themselves, or to maintain the well-being of recipients and their dependants.

Family Benefits

The Family Benefits Program provides assistance to persons who are in need because of a major physical or mental impairment, blindness, advanced age, or permanent unemployment for medical reasons, and for sole-support mothers or fathers, foster parents on behalf of their foster children, residents of institutions, handicapped children who remain in a normal family situation, and recipients of vocational rehabilitation training.

The blind and disabled receive a monthly guaranteed income at the guaranteed annual income system for the disabled (GAINS-D) rate; other recipients are provided with a monthly Family Benefits allowance.

All applications for assistance are processed by field representatives in the Ministry's area offices. Decision-making about eligibility and the amount of benefits awarded are made locally in five out of 12 adult area offices. The remaining seven will be doing this during the latter part of 1982-83. Each decision is based on an applicant's basic and special needs, family situation, liquid assets, and available income.

Examples of typical basic allowances per month include: \$278 for single persons under family benefit allowance, (FBA) and \$364 for a single disabled person; under FBA, \$473 for a mother and one child (aged 10-15), and under GAINS-D, \$579 for a couple where one spouse is disabled.

Through free health insurance, all FBA/GAINS-D recipients have access to medical and standard health care and can obtain, without charge, any prescription drugs listed in the Ministry of Health's Drug Benefit Formulary. Dental coverage is provided to those with dependent children, and the costs of purchasing, repairing or replacing eyeglasses or hearing aids are reimbursed where necessary.

Other benefits include an annual payment in August to families with dependants over four years old, to cover the costs of children returning to school.

The program also offers a Handicapped Children's Allowance of up to \$225 per month to families who care for their severely handicapped children at home.

Recipients who leave the program to take up full-time employment may be eligible for a phase-out allowance of \$250 and a Work Incentive Allowance. The Work Incentive program is designed to encourage FBA or GAINS-D clients to become self-sufficient by continuing to provide allowances and health-related benefits for up to two years after they obtain full-time employment.

Assistance is also given to recipients who require job skills training. Clients with dependent children who take approved Canada Manpower training courses, may continue to receive a minimal allowance as well as coverage for any medical, dental and drug expenditures. They, too, are eligible for the phase-out and Work Incentive allowances once they complete their courses and enter full-time employment.

As of March 31, 1982, a total of 120,061 people were receiving Family Benefits assistance, including 26,578 GAINS-D clients (22 per cent of the family benefits caseload), and 2,131 recipients of vocational rehabilitation allowances. Also, 4,873 aged and disabled persons in institutional care were eligible for allowances to

cover the cost of care plus a comfort allowance, and 606 persons in chronic care facilities were being paid comfort allowances only.

Among those in receipt of allowances, 54,915 were single persons who were primarily disabled, permanently unemployable, aged or blind; 2,125 were foster parents; and 60,401 were families, 49,659 of them mothers with dependant children. In addition, 396 families were receiving the Handicapped Children's Allowance.

Some 1,600 people were also participating in the Work Incentives program. A total of 4,380 FBA recipients have participated in this program since its inception in 1979.

As of March 31, 1982, the combined number of beneficiaries assisted by the Family Benefits and Work Incentives programs was 231,635, an increase of 2,142 over last year.

Major accomplishments during 1981-82

All FBA allowances were increased by eight per cent from October 1, 1981, and a selective Shelter Subsidy was added to the FBA program. Responsibilities for the FBA program for employable single parents are being transferred to the municipalities.

A two-step expansion in the GAINS-D program was introduced to include more than 25,000 FBA recipients now classified as permanently unemployable. The first phase was launched in November 1981, and involved rate increases for these clients.

General Welfare Assistance

Financial support is provided through municipalities or approved Indian bands on an emergency and short term basis to people who are in need. Recipients of general assistance (91 per cent of the general welfare assistance category) are primarily the

unemployed, the elderly, those in ill health (i.e. sick, disabled or blind), parents with foster children, and sole-support mothers.

The allowance covers such basic living expenses as food, clothing, personal needs, special diets, household supplies, shelter, utilities, and nursing home care. Payment includes the actual or anticipated cost of fuel, or a shelter subsidy, whichever is greater. All beneficiaries are also entitled to free OHIP coverage and prescription drugs.

Monthly allowances to cover basic needs (excluding a fuel or shelter subsidy) range from \$238 for an unemployable, and \$216 for an employable single person, to \$401 for a mother with one child (10-15 years old), \$535 for a couple with two children, and \$528 for a mother with three children. In general, the Ministry pays 80 per cent of such expenses.

During 1981-82, a monthly average of 35,380 employable and 41,455 unemployable, or a total of 76,835 persons were receiving general assistance.

Among these were 69,915 dependents or a total of 146,750 beneficiaries in the temporarily unemployed but employable categories. Among these recipients were 43,366 single persons and 33,469 heads of families. Some 25,964 persons were eligible for benefits due to ill health; 28,696 as a result of temporary inability to obtain employment, and a further 13,665 because of the absence of a principal family provider. On a monthly average, 7,612 persons were residing in hostels and 65 in nursing homes, and support was given to 833 foster children. The total number of 1981-82 beneficiaries for all types of general assistance was 156,055.

Supplementary Aid

This allowance is paid, at the discretion of municipalities, to people already receiving assistance under Family Benefits, Old Age Security, GAINS or Vocational Rehabilita-

tion, for such extra needs as prosthetic devices, dental services, and rent supplements. During 1981-82, a monthly average of 14,803 were receiving supplementary aid, five per cent of the GWA category.

Special Assistance

The remaining four per cent of this category includes those GWA beneficiaries receiving special assistance (at the discretion of municipalities) for such expenditures as moving, surgical supplies, dental services, prosthetic support, artificial limbs and vocational training. This is cost-shared with the municipality at a rate of 50 per cent, and was paid to a monthly average of 28,391 persons in 1981-82.

Computer system

The Ministry operates a central GWA computer system, Municipal Assistance Information Network (MAIN), for municipal use. This permits municipalities to develop their own data and record processing system as part of a uniform network.

Major accomplishments during the past fiscal year

A selective Shelter Subsidy was added to the GWA program. MAIN continued to be expanded as another 12 municipalities joined the system, bringing the total number of municipalities "on line" to 25. This means that the percentage of GWA recipients covered by MAIN has risen from 58 per cent in March, 1981, to 73 per cent in March, 1982.

Indian bands

Indian bands may be approved to administer GWA and FBA assistance for their own reserve members. As of March 31, 1982, 89 bands have assumed responsibility for on-reserve social assistance programs.

Soldiers' Aid Commission

This independent board assists veterans of World Wars I and II and the Korean War (and their dependents) by providing such requirements as dentures, eyeglasses, and hearing aids. Administrative support is provided by the Ministry.

Social Assistance Review Board

Any persons refused GWA, FBA or VRS assistance, whose benefits are changed or cancelled, or who are seeking an exemption from payment for chronic care services, may launch an appeal before the Social Assistance Review Board. This Board operates as an independent body under the provisions of *The Family Benefits Act*, *The Vocational Rehabilitation Services Act*, *The General Welfare Assistance Act* and *The Ministry of Community and Social Services Act*.

During 1981-82, 3,831 FBA/GWA hearings were held before the Board, representing 1.92 per cent of the total FBA/GWA caseload.

Other assistance for persons in need

Desertion services

The Ministry's central desertion service helps locate spouses who have deserted their families, and works with family courts to enforce support. It also assists parental support workers throughout the province to enforce support payments so that clients receive their full entitlement to social assistance regularly.

Legal aid assessment

The legal aid assessment service reviews the eligibility of applicants for legal aid, and determines their ability to pay for such assistance.

During 1981-82, 106,749 persons were referred to the Ministry's area offices for interview and assessment, a decrease of 3,800 from the previous year.

Child welfare services

The legislative and funding responsibilities of child welfare programs are defined in *The Child Welfare Act*, 1982 and to some extent, *The Children's Institutions Act*, 1976 and *The Charitable Institutions Act*, 1975.

The Ministry's regional and area offices coordinate most child welfare services, children's aid societies, children's and youth institutions and boarding homes, but the adoptions program is administered through Head Office.

Children's aid societies

The children's aid society in Ontario protects children from physical and emotional abuse or neglect, and arranges for temporary or permanent guardianship of children separated from their parents (perhaps foster care or adoption). It helps to create an environment that promotes the healthy development of children while preventing those circumstances leading to neglect or abuse.

During 1981-82, the new services approach to operations planning and funding was consolidated throughout the province. All 51 children's aid societies submitted service plans outlining the 1981 programs to be provided for a given cost. A direct result of this was a reduction in the number of child welfare reviews (used by societies to request any adjustments in their base budgets) from 13 hearings in 1980 to one in 1981. The number of societies involved in the exceptional circumstances review (a process undertaken to examine and counteract potential children's aid society deficits) also decreased from 22 in 1980 to 16 in 1981.

Ontario's children's aid societies received a total of \$137,037,000 in Ministry funding during the fiscal year.

Adoptions

The proclamation of *The Child Welfare Act*, 1979 has meant that all private adoptions must now be licensed by the Ministry. Any organization wanting to act as an adoption agency must first receive Ministry

approval. There are two such agencies in the province, both in Toronto.

The Ministry cannot issue an adoption licence until an "equality of adoption services" has been established. This means that both a home study on the prospective parents, and medical and social histories of the natural parents must be conducted for every application.

The new Act has also made available an adoption subsidy for families with good parenting skills who decide to adopt special children. These include large family groups who should not be separated and children with physical and emotional handicaps.

Through a new Adoption Disclosure Registry, it is now possible for some adoptees and their natural parents to reunite. Adoptees wishing to take advantage of this service may register with the Ministry after their 18th birthday, as can parents who have given up children for adoption, once these children turn 18. If the registry finds both parties listed, then with the permission of the adoptive parents, the adoptee and his or her original parents may meet. *The Child Welfare Act* specifies, however, that counselling is mandatory for both parties prior to any meeting.

In 1981-82, the Ministry's Adoption Unit processed some 3,879 adoption orders, issued 368 licences for private adoptions, and approved 65 adoption subsidies. Some 634 adoptees and 221 birth parents were added to the Ministry's Adoption Registry. This resulted in 38 reunions.

It has become increasingly apparent during the past few years that the number of infants available for adoption has dropped drastically. In 1969 there were a total of 6,086 unrelated adoptions; in 1981 this decreased to 1,962. Statistics show that a total of 4,477 unmarried mothers gave their children up for adoption in 1969, while only 1,031 placed their babies in 1981. One adoption agency has reported that in 1970 that it placed some 878 infants under one year, but only 131 infants in 1980.

Interprovincial and international adoptions continued in 1981-82. The federal Department of Health and Welfare's Adoption Desk has re-

ferred a number of children from other provinces or territories to Ontario for adoption.

A range of "special needs" children continue to be placed through the newspaper column, *Today's Child*, now being written by Judith Adams. The CFTO-TV program, *Family Finder*, has helped to inform the public about these children.

Child Abuse Register

The Child Welfare Act, 1978 declares it mandatory for the Ministry to keep a register that records the names of all suspected child abusers in Ontario. This service fulfills three functions:

- Tracking:** A children's aid society worker involved in a case investigation is able to discern from the register whether the name of the suspected offender was previously listed.
- Research:** Better programs can be planned if Ministry staff are able to use documented information about abusers and incidents of abuse.
- Review:** Register data will greatly assist any analysis of case management practices.

Any individuals named in the register as alleged abusers are notified that they are so listed. They have the right to inspect the information and to request removal of their names. If this request is not granted, they are entitled to apply for a deletion.

Natives

Native Child Welfare Program

In 1981-82 the Ministry's Native Child Welfare programs were extended to 22 reserve communities and eight children's aid societies. These programs are intended to develop culturally appropriate service delivery, in which native people make decisions, and local resources are coordinated.

In 1981-82 most growth was in the North Central and North West areas, where new Native Child Welfare projects were established in Spanish

River, West Bay, Wikwemikong and Whitefish Lake, and Native Prevention programs were implemented in Kenora and Rainy River. There are workers for these at Lac Seul, Asnaburg, Manitou Rapids, North West Bay and the Red Gut reserve.

Children's mental health services

Children's mental health services are provided under the legislative and funding authority of *The Children's Mental Health Services Act, 1978* and *The Mental Health Act*.

Children's mental health centres offer treatment to emotionally disturbed children and youth with a view to returning them to their communities as contributing members of society. Residential and non-residential programs include in-patient and out-patient, assessment and follow-up, counselling, day care, and emergency services, as well as consultation and educational support, family therapy, crisis intervention and special education.

Regional offices provide leadership, consultation, and assistance to community groups or organizations in developing an appropriate local service delivery network. They license and allocate operating funds to children's mental health programs and monitor the use of financial resources to ensure that they are used effectively.

As of March 31, 1982, there were 80 facilities offering children's mental health services, (40 residential, 37 non-residential, and three administered by the Ministry of Health), with a total capacity of 1,260 spaces. The mental health program was allocated total funds of \$95,703,400, including funding for transfer payment and direct-operated programs.

Young offenders

The provincial program for juveniles in detention and corrections, under *The Training Schools Act* and *The Provincial Courts Act*, includes observation and detention services for juveniles awaiting court supervision, and residential training school dispositions for children or youth judged delinquent by the Family Court. The program also provides supervision

for juveniles placed on probation and for those wards who have graduated from training school and have been assigned to community aftercare.

Training schools

In recent years it has been Ministry policy to use the province's training schools only "to accommodate those children who are both a danger to themselves and to others".

In keeping with this philosophy, Champlain School, Alfred, was closed on July 1, 1981. The Ministry continues to offer residential detention programs at six training schools:

Sprucedale School-Simcoe
Syl Apps Youth Centre-Oakville
Brookside School-Cobourg
Cecil Facer School-Sudbury
Project D.A.R.E.-South River
St. John's School-Uxbridge

Training schools evaluate all industrial school committals so that suitable, non-institutional care can be planned. Thus, more children are being placed in the community, and the length of most training school committals has decreased.

For example, as of March, 1982 there were 308 juveniles enrolled in the province's training schools, 68 per cent of the total capacity. Admissions in fiscal year 1981-82 totalled 570 children - 491 boys and 79 girls.

Community homes

Group homes: Expanded community programming has reduced the need to maintain group homes solely for training school wards. They are now used for a range of children with special needs, particularly those in the care of children's aid societies. Fifteen of the province's group homes, (89 spaces in all), offer services to "corrections" clients.

Observation and detention homes: There are 26 provincial observation and detention homes, with 240 beds, for a juvenile population (10 to 15 years) of 809,000.

Probation and aftercare

Supervision of juveniles placed on probation by the Family Court, and of training school wards living in a community or aftercare situation,

means assessment, case planning, and monitoring progress. During 1981-82, a monthly average of 6,494 children (or 33.3 cases per officer) received probation or aftercare services. Officers try to use preventive diversionary programs to control delinquent behavior so that it does not result in formal court action. Programs include recreational activities, life skills training, placement coordination, victim-offender reconciliation, remedial education and integrated assessment.

Many of these require a sharing of resources with other agencies or organizations such as police youth services, children's aid societies, children's mental health programs, and school boards. This cooperative approach has helped to reduce the number of juveniles in conflict with the law who require institutional care.

Day nurseries

Licensed group day nurseries

Through municipalities, Indian bands, corporations (non-profit and those for profit) and private individuals, group day care programs are offered to children according to the licensing provisions of *The Day Nurseries Act*.

Although it is not a direct provider of day care service, the Ministry helps to establish and enforce standards of service for all licensed day care programs and provides funding to three types of local sponsoring agencies - municipalities, Indian bands, and corporations approved for financial assistance under *The Day Nurseries Act* - so that they may assist families in social and financial need with the costs of day care. Specialized services for handicapped children are, however, directly subsidized by the Ministry.

The services provided by licensed centres range from full-day programs operating (five days a week and up to ten hours per day) for pre-schoolers, part-day care operating (up to four hours per day either in the morning or afternoon) for pre-school children, and part-time programs for school children up to ten years of age (offered at lunchtime, after school or when school is not in session), to both full- and part-day programs for

developmentally or physically handicapped children. Three centres in the province are now licensed to provide a 24-hour day care service.

Almost 40 per cent of the licensed day nurseries in the province have been established by private individuals or corporations, non-profit groups and organizations have developed over one-third of the day care programs, and municipal governments operate one in ten. More than 50 day nurseries are run by associations for the handicapped, and on some of the province's reserves, Indian bands run their own day nurseries.

As of January, 1982, there were 1,750 day care programs in the province, with a total licensed capacity of 64,880 spaces. The breakdown by operator type was as follows:

Operator Type	Number	Licensed Capacity
1. Approved Charitable Corporations	99	3,323
2. Approved Charitable Corporations—handicapped	54	1,093
3. Charitable Corporations (non-profit corporation not eligible for provincial subsidization)	519	17,608
4. Non-Charitable Corporations	329	15,296
5. Municipal Corporations	161	8,079
6. Indian Bands	23	753
7. Private Individuals	401	13,934
8. Private Pending Corporation (pending approval for incorporation)	168	4,794

During 1981-82, the Ministry allocated a total of \$51,368,100 to the regular day nurseries program and \$9,441,200 to day nurseries for developmentally handicapped children.

Integrated day nurseries

Recently, "integrated" programs have been developed for the handicapped. Some centres primarily for normal children are now able to serve one handicapped child in every ten children.

Handicapped children usually attend for half a day only and each receives an individual program. Parents are

taught how to introduce such programs into the home to reinforce training received in the centre.

Some 75 day care centres have been approved to offer integrated programs. Currently, only 228 handicapped children (12.2 per cent of the total handicapped enrolment), are enrolled in 36 integrated centres. Six of these programs serve the physically handicapped.

Supervised private home day care

The private home program brings a family support approach to day care. Because hours can be flexible, and homes are often in the child's own neighbourhood, this type of day care could serve large numbers of young children, infants, school-age children, and even those with special needs.

Homes offering such services are unlicensed but are supervised by one of two sponsors, municipalities and private agencies. These organizations also receive Ministry funding to provide subsidized spaces for children of parents in social and financial need.

As of January, 1982, the total number of children reported enrolled in private home day care was 5,199 (4,123 subsidized and 1,076 non-subsidized).

Developments in day care

During the fiscal year 1980-81, a total of \$11 million was invested in expanding the range of available day care services and in making the public more aware of these. Expansion, both at the provincial and regional levels, continued during 1981-82.

A province-wide public education campaign was started. The Ministry completed a research study into attitudes of users and providers in the informal day care system, and is currently reviewing draft materials for pamphlets on the development of children in both the informal and formal day care systems.

A total of 1,500 subsidized spaces in regular day care programs and 100 spaces for the developmentally handicapped were shared among the four regions.

The cost of capital assistance, informal care, private home day care,

operational start-up assistance, and public education was \$818,650.

Projects funded included 105 requests for capital assistance (renovations and equipment), 22 applications for operational start-up assistance, and nine proposals to expand or develop new private home day care programs. Also funded were 19 pilot projects to assist those involved in informal care arrangements by providing further information and support services, and by increasing contact among care givers. A number of resource centres, toy-lending libraries, drop-in vans, and store-front operations were launched.

Children's and Youth Institutions

These homes offer care to four basic groups of children and young adults under the age of 21:

- unmarried mothers in need of residential programs during and after pregnancy;
- children requiring temporary placement during periods of family stress;
- troubled children who are in conflict with the law, experiencing problems in the community, or exhibiting disturbed behavior;
- youth needing help before they can return to their homes or live independently in the community.

As of March 31, 1982, one residence with 18 licensed beds was receiving funding under *The Charitable Institutions Act*, while 60 homes with a total licensed capacity of 965 beds were being funded on an individually negotiated basis under the provisions of *The Children's Institutions Act*. Total funding of \$9,497,300 was allocated to the Children's and Youth Institution Program.

The Children's Residential Services Act, 1978 (as proclaimed on November 15, 1980) is a consolidation of consistent licensing requirements and procedures for all Ontario children's residential care facilities under Ministry jurisdiction.

The provisions contained in the Act have been separated into two groups—Phase I and Phase II standards—in an effort to minimize problems associated with the implementation of new regulations. All residences operating

in the province are required to be licensed according to Phase I standards by November 15, 1982; Phase II regulations should be implemented subsequently. Under the new Act, residential licences are issued for one year.

Phase I standards cover organization and management, basic and specialized care, human resources, community integration, and physical plant. Phase II standards build on these provisions and include family involvement in care, the agreement

for service plan, education of children in residence, grievance procedures, and operator insurance.

Services for developmentally handicapped people

Facility Services

Residential programs and services for developmentally handicapped people and their families are delivered through 17 government-owned and operated (Schedule I) facilities, 10 community-board-operated (Schedule II and III) facilities and four diagnostic and assessment centres.

In 1981-82, with Ministry funds of about \$228 million, these facilities provided a comprehensive range of treatment and training programs to approximately 6,700 residents. They also supported and promoted the development of community programs and accommodation alternatives.

As well as assessment and diagnostic services for the general community, the facilities offered parent relief, crisis intervention, behavior modification, assistance to francophones and specialized treatment programs for those who needed on-site medical care.

Many facilities conduct and support specialized programs of research and education on the causes, treatment and prevention of developmental disabilities.

So that residents enjoy a relatively normal environment, children receive primary education in a classroom setting, while adults are offered various vocational and pre-vocational opportunities. Residents also participate in a full range of recreational and social outings.

During 1981-82, staff in facilities for the developmentally handicapped tried to prepare as many people as possible for community living. Staff also tried to ensure that a home-like atmosphere (including individual liv-

ing arrangements) was provided for the remaining residents, particularly those who are expected to live in provincially-operated facilities for several years.

Special Needs/Services Agreements

The Special Needs/Services program was launched in March 1981 in an effort to better meet the needs of the 1,300 developmentally handicapped children living in institutions and residences by promoting more parental involvement in the planning and funding of such facilities.

The Special Needs Agreement, an agreement between parents and the Ministry, stating that a child requires a residential program, has permitted Ontario to participate in cost-sharing arrangements as part of the federal government's Canada Assistance Plan. This has generated new funds, allowing the Ministry to purchase additional services for these developmentally handicapped children.

The Special Services Agreement, signed by the parents and the service providers, introduces legal accountability and promotes a partnership between the two by clarifying the rights and obligations of both parties in the treatment process.

This program also identifies any special needs required by a child that are not available at the facility. The service provider can apply for special Ministry funding to purchase this assistance.

Since the inception of the program, 1,600 Special Needs Agreements have been signed and 865 individual requests for special services funding approved by the Ministry at a cost of \$1 million. (The expenditure in

1981-82 was \$626,695.) This means that more than half of the projected population has negotiated Special Services Agreements. This procedure will carry into the community in the future.

Community Programs

During the last five years, almost 2,000 long-term residents of institutions for the developmentally handicapped have successfully made the transition to community living. To assist these people to live independently—the primary objective of Ministry programs for the developmentally handicapped—the Ministry spent \$82 million in 1981-82 on community support programs of which \$35,109,227 was allotted to community residences for 3,600 adults and children.

Adult protective services

Rather than advocating the establishment of a separate network of medical, dental and social services specifically for developmentally handicapped adults living in the community, the objective of the adult protective services program is to ensure that a variety of generic or regular community services are available to these people.

As case managers and advocates, protective service workers identify, arrange and monitor services for each individual client. Through regular visits and telephone calls, they maintain close contact with developmentally handicapped adults who have recently been discharged from institutions. They also assist associations for the developmentally handicapped to enhance and protect the individual in the community.

In 1981-82, 116 adult protective service workers with Ministry operating grants of \$3,436,887 served 6,025 developmentally handicapped adults.

Life skills

The Ministry allocated \$5,057,057 for 67 life skills programs serving 1,166 developmentally handicapped adults in 1981-82. The purpose of these programs is to increase each individual's personal and social skills to the level where he or she can successfully adjust to community living. They include training in cooking, housekeeping and money management.

There were an additional 15 adult support programs in 1981-82, including adult education programs, held generally at community colleges.

Rehabilitation workshops

Rehabilitation workshops provide assessment, training and placement for developmentally handicapped adults to help them integrate into the competitive labor market. For those unable to achieve this, workshops offer suitable sheltered employment.

As of March 31, 1982, there were 125 approved workshop programs for the developmentally handicapped in the province with a total enrolment of 6,465.

The Ministry does not directly administer these programs. They are operated by voluntary agencies with Ministry grants allotted for the construction, acquisition or renovation of workshops and the purchase of basic furnishings and equipment. In 1981-82, operating grants totalled \$20,284,700 and capital grants, \$1,967,800.

Children's support programs

There were 14,430 developmentally handicapped children served by community support programs in 1981-82, 487 served by the children's residential programs, and 60 served by the children's M.R. Special Foster Care Program.

There were 37 infant stimulation programs designed to assist developmentally handicapped and "at risk" infants up to the age of two attain their developmental potential. Another 19 behavior training programs assisted children from age two to adulthood acquire new skills, maintain learned behaviors and eliminate inappropriate behaviors.

Family support workers, in a case-management approach similar to adult protective services, identified the needs of developmentally handicapped children and their families and co-ordinated and monitored the services and programs they required.

Other support programs for developmentally handicapped children and their families included parent relief, communications and speech, assessment and diagnosis, toy libraries and parent education.

The cost of these other support services for developmentally handicapped children and adults living in the community was \$13,542,338 in 1981-82.

Tri-Ministry Project

The objective of this project, which began in April 1980, is to provide developmental training, education, and social and recreational activities for the 3,000 developmentally handicapped clients of Homes for Special Care and extended care facilities.

With the Ministries of Health and Education, in co-operation with associations for the developmentally handicapped, nursing home associations and residential home associations, the Ministry has completed assessments for half of these clients. On the basis of these, individual plans have been devised and include sensory and motor stimulation or, for the more advanced, life skills and vocational training.

The cost of the tri-ministry project in 1981-82 was \$1,868,400. The estimated cost for 1982-83 is \$5.3 million.

Rehabilitation and employment programs for physically handicapped people

Vocational Rehabilitation Services

The Ministry's rehabilitation program attempts to develop, restore or improve the working capacity of physically handicapped people to enable them to join the work force. Opportunities are available in the open labor market, and through sheltered or in-home employment or self-employment.

A program field staff of counsellors and supervisors assesses client capabilities, arranges for medical restoration, training, tools and equipment, transportation or living expenses, and helps with job placement. A total of 13,800 handicapped persons have received vocational rehabilitation.

Psychological testing and specialized medical, educational, workshop and work assessments are purchased by counsellors to assist their diagnoses. Assessment resources include educational institutions, competitive work situations, and rehabilitation workshops. During 1981-82, these services cost \$2,472,600.

The Ministry also purchases restoration services to help handicapped persons to function physically as well as possible. Services include artificial limbs, braces, wheelchairs, dental services at a drugs cost of \$1,670,600.

The Ministry covers all costs of training services including tools, educational courses, books and supplies, transportation, and half the

wages paid by employers providing on-the-job training. Allowances are paid to persons approved for assessment and training programs at the Guaranteed Annual Income System-Disabled (GAINS-D) rate.

The total cost was \$8,614,600, with \$113,000 allotted to tools and equipment, \$1,193,100 to living and transportation expenses, and \$700,000 to staff training and development.

Special education for children with learning disabilities is also being offered by the Ministry on an interim basis until this program is phased to local school boards as part of the Ministry of Education's Bill 82. This new legislation should ensure that treatment and educational programs

for children with special needs are viewed as interdependent and are thus planned together.

The *Vocational Rehabilitation Services Act* was changed in January 1982 so that special education could be phased out of vocational rehabilitation services by 1985.

Financial aid to rehabilitation agencies

A total of \$1,527,200 in operating grants was allocated to six voluntary organizations in 1981-82 to allow them to provide rehabilitation services to disability groups with specialized needs. Such groups include persons with hearing or sight impairment, and those with spinal injuries.

Rehabilitation workshops

Forty rehabilitation workshops were provided for a total of 2,519 physically handicapped clients. Operating grants for rehabilitation programs were \$9,509,200, and capital grants, \$279,700.

Attendant Care

Services are now available through non-profit corporations for physically handicapped adults who wish to live in their own apartments or shared housing units, but have difficulty in performing daily routines. Attendant care workers who usually

assist a number of people in the same residence help with such basic life skills: mobility, eating, bathing, meal preparation, and shopping.

During 1981-82, the Ministry provided funds totalling \$2,390,667 to attendant care agencies under *The Ministry of Community and Social Services Act* for the support of 296 physically handicapped persons. The Ministry of Municipal Affairs and Housing funds the housing units and rent supplements. This support—both attendant care and housing with rent geared to income—provides a practical alternative to the chronic hospital or the nursing home.

Senior citizens' services

Homes for the aged

Senior citizens' homes offer residential and extended or nursing care services to 27,742 seniors. There are two types of homes for the aged: municipal, which are run directly by the municipalities, and charitable, which are operated by non-profit corporations under *The Charitable Institutions Act*. A general level of accommodation and service is available in all residences regardless of ability to pay, since financial subsidies are available to any seniors requiring help.

Besides providing a planned series of activities for those in residence, homes for the aged offer vacation and respite care as well as short-term residency to seniors in the community.

Some \$156,467,300 in operating subsidy payments were allocated to 92 charitable and 89 municipal homes during 1981-82.

Elderly persons' centres

These non-residential drop-in centres provide daily social, cultural, educational and self-help activities to senior

citizens. They are operated by municipalities or non-profit organizations through Ministry subsidization.

In 1981-82, 103 such centres received a total of \$1,533,000 in Ministry operating grants. One-third of these are day care services in municipal and charitable homes for the aged.

Home support services for the elderly

This program helps elderly people remain in independent living situations for as long as possible by supporting them with such in-home services as Meals-on-Wheels, security checks, friendly visiting, day care, transportation, and certain home repairs. Since 95 per cent of seniors in the province live in the community, either on their own or with relatives, the Ministry considers such assistance vital.

Subsidies amounting to \$3,265,600 were allocated to a total of 171 home support programs in 1981-82.

Homemakers and nurses services

This program helps preserve, maintain and strengthen family life during the illness or absence of a parent or guardian. Elderly, convalescent,

handicapped, chronically ill or otherwise disabled persons are also given the support necessary to remain in their own homes.

Homemakers may be assigned to families needing assistance to overcome financial or other internal difficulties. Municipalities also have homemakers on staff to teach home management skills.

All homemakers and nurses services are offered through the municipalities on a direct basis or in a fee-for-service arrangement with such organizations as the Victorian Order of Nurses, the Canadian Red Cross Society and other non-profit groups, commercial agencies and individuals. In 1981-82 the Ministry spent \$8,066,549 in subsidies on this program.

A new provincial Home Care policy was announced during the year. This will integrate these Ministry services with the Ministry of Health's Chronic Home Care program, phasing them in over a period of five to six years, under the administration of the Ministry of Health. This newly integrated homemakers project will offer essen-

tially the same services as home care, but will introduce one-stop shopping, and increase the number of hours of service. Municipalities will gradually be relieved of all home-maker costs for adult physically handicapped and frail aged persons.

Volunteer program for seniors

Seniors themselves volunteer their time to help other seniors by acting as information sources, advisors and advocates. In Central Region's Toronto Area Office, a volunteer group of 25

senior citizens provides advice and information, by telephone, to fellow seniors. In 1981-82, this group successfully handled 7,959 calls. A program orientation manual was recently issued to provide information and support to seniors when they first join as volunteers.

Information services

Besides assigning senior volunteers-in-service and senior citizens' consultants to area offices, the Ministry has devel-

oped an extensive series of information materials and programs to promote the services and opportunities available to retired people.

Assistance to organizations

In 1981-82, named grants were provided by the Ministry to assist such organizations as the Canadian Association of Gerontology, the Canadian Geriatrics Research Society, the Canadian Institute of Religion and Gerontology and the Senior Citizens' Association of Ontario.

Community services

Work activity projects

Work activity projects, authorized by *The General Welfare Assistance Act*, are operated by municipalities to assist persons who, for environmental or personal reasons, have unusual difficulty in finding or maintaining jobs. Help is also offered to those who would not readily benefit from technical or vocational training programs (pre-vocational rehabilitation).

Program costs are shared by the federal and provincial governments (80 per cent) and by the municipality (20 per cent). The only capital costs eligible for subsidy are equipment costs. During 1981-82, there were 13 work activity projects in Ontario.

Credit counselling

The Ministry subsidizes 60 per cent of the approved operating expenditures of credit counselling agencies, and the remaining costs are sponsored by the community. Total funds of \$1,021,790 were provided to 27 approved agencies during 1981-82.

The credit counselling program enables seriously indebted persons to find the most satisfactory solution to their financial problems, and helps them manage their own financial affairs responsibly.

The agencies are non-profit organizations providing counselling and practical assistance on consumer credit, budgeting and money management matters, and solutions to financial problems. They determine suitable debt payment arrangements, and act as trustees for the distribution of such payments.

Other counselling services

Family and employment counselling support is provided to social assistance recipients and their dependants through purchase-of-service agreements with community agencies (e.g. Family Service Agencies and Big Brothers). The province and the municipalities share the cost of these services on an 80/20 basis, (\$716,100 from the Ministry in 1981-82).

Adult residential services

The Ministry helps non-profit corporations to provide halfway house programs for alcoholics, ex-offenders and the socially disadvantaged, by covering 80 per cent of all approved operating costs up to a subsidy ceiling of \$26.95 per day. For the chronic alcoholic, the halfway house is a post-detoxication facility; for the ex-offender and the socially disadvantaged person, it serves as a transit-

ional residence between incarceration or the psychiatric facility, and the community.

As of March 31, 1982, the Ministry was funding 26 halfway houses (516 beds) for alcoholics, eight residences (108 beds) for ex-offenders, and four houses (52 beds) for socially disadvantaged persons.

The Ministry supports community living spaces for developmentally handicapped persons under *The Homes for Retarded Persons Act, 1974*. Some 2,891 adults have been offered accommodation in such units; there are 470 children in group homes, and 74 are placed in foster care.

Through the Participation House program 178 extra spaces were funded as part of a special project for persons with cerebral palsy.

Homemakers and nurses services

As well as the elderly, this program also serves severely physically handicapped people and chronically ill or other disabled people who wish to remain in their own homes.

Honour roll of service

Employees attaining 25 years service in 1981-82

R. Baker Rideau Regional Centre	G.A. Giff Rideau Regional Centre
E. Balk Rideau Regional Centre	E.L. Golding Rideau Regional Centre
J.M. Barber Rideau Regional Centre	A.M. Gourley Surrey Place Centre
R.G. Bayne P.A.C.O. Hamilton	P. Groulx Sudbury Area Office
C.J. Bedard Bluewater Centre	E.M. Harrott D'Arcy Place
L.H. Brown Rideau Regional Centre	A.J. Haw Rideau Regional Centre
W.C. Bush Huronian Regional Centre	F.R. Hawke Huronian Regional Centre
A. Cameron Rideau Regional Centre	M.T. Hawley Rideau Regional Centre
G. Crowe Rideau Regional Centre	G. Hoare Prince Edward Heights
P. Cyba Northwestern Regional Centre	O.L. Jackson Oxford Regional Centre
H. Davidson Rideau Regional Centre	A.D. Johnston Cecil Facer School
J.M. Desormeaux Oxford Regional Centre	G.R. Johnston Prince Edward Heights
W.A. Dewey Brookside School	P.M. Kelly Oxford Regional Centre
A.B. Drader Rideau Regional Centre	M. Kijewski Oxford Regional Centre
W.T. Dunn Huronian Regional Centre	D.V. Kitchen Huronian Regional Centre
E. Etchen Standards and Information	E. Kruk Huronian Regional Centre
D.M. Evoy Rideau Regional Centre	L.G. Kulp Rideau Regional Centre
W.G. Evoy Rideau Regional Centre	J.R. Lahay Huronian Regional Centre
A.L. Ferguson Rideau Regional Centre	E. Latimer Rideau Regional Centre
B. Ferrier Huronian Regional Centre	J.W. Leithwood Pine Ridge

C.R. Maloney
Rideau Regional Centre

S.M. McConnell
Huron Regional Centre

T.T. McCormick
Oxford Regional Centre

J. McMullen
Huron Regional Centre

M.C. McNair
Huron Regional Centre

W.F. Mousseau
Huron Regional Centre

F.P. Mulrooney
Social Assistance Review
Board

J.W. Paddon
Adult Occupational Centre

B.L. Raper
Oxford Regional Centre

B.V. Rix
Huron Regional Centre

M.J. Scholten
Oxford Regional Centre

C.R. Seward
Rideau Regional Centre

B. Sitarski
Income Maintenance

M. Shanks
Rideau Regional Centre

D. Toms
Thunder Bay Area Office

M.M. Toner
Barrie Area Office

W.T. Trafford
Rideau Regional Centre

K.R. Webster
Rideau Regional Centre

M.R. Whalen
Rideau Regional Centre

W.D. Whyte
Cecil Facer School

A.C. Williams
Brookside School

C. Williamson
Adult Occupational Centre

H.L. Wilson
Peterborough Area Office

B.H. Wingrove
Huron Regional Office

G. Workman
Thunder Bay Area Office

52nd Report for the fiscal years 1982-83 and 1983-84

Community and Social Services

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***52nd Report for the
fiscal years 1982-83
and 1983-84***



**To His Honour
The Lieutenant Governor
in Council**

May it please Your Honour:

The undersigned has the honour
to present the 52nd Report of
the Ministry of Community and
Social Services for the fiscal years,
1982-83 and 1983-84.

Respectfully submitted.

A handwritten signature in dark ink, reading "Frank Drea". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Hon. Frank Drea
Minister



**To The Honourable Frank Drea
Minister of Community
and Social Services, Ontario**

Sir:

I have the honour to present the
52nd Report of the Ministry of
Community and Social Services for
the fiscal years, 1982-83 and 1983-84.

Respectfully submitted.

A handwritten signature in dark ink, reading "Robert M. McDonald". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Robert M. McDonald
Deputy Minister

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The past two fiscal years were difficult and challenging ones for the Ministry of Community and Social Services, as they were for government in general. We were required to deal with the hard realities of a world-wide economic recession while at the same time coping with increased demands for services—brought about, in large part, by that same economic stress.

Although modest real economic growth took place in 1983-84, the level of unemployment remained high by historical standards. It was no mean achievement, therefore, to fulfill our commitment to assist those in need across Ontario without reducing a single social service program.

That kind of continuity of service depends, increasingly, on sound fiscal planning.

With this in mind, we have adopted a two-pronged strategy:

- To re-examine our priorities in order to make the best possible use of our existing resources.
- To streamline existing services and, wherever possible, eliminate duplication of service.

A part of this corporate strategy is the expansion of the services approach in the funding of some of our major programs. The goal of this system is to increase the ability of the ministry, as well as agencies that deliver services, to allocate and manage resources according to provincial and local priorities—and, at the same time, to increase effectiveness in planning and carrying out program objectives.

We are already experiencing the advantages of services funding, since introducing it to children's aid societies across the province in the 1980-81 fiscal year. One result is that there has been a significant shift in CAS activities, in accord with the ministry's philosophy of keeping children in need of care in their own communities and their own families, whenever this is desirable and feasible. During the two years under review here we adopted the same technique in the funding of children's mental health centres, and we're now in the process of planning it for other children's and youth institutions.

Long-range planning is essential in a huge enterprise such as ours—an employer of 11,500 people with a budget of some \$2.5 billion. Over the last two years, the ministry has strengthened and formalized its planning

mechanisms through the development of a corporate planning process.

This report contains highlights from our corporate plans for 1984-89 in the following major program areas:

- Income maintenance and family support;
- Services for the elderly;
- Services for physically handicapped people;
- Services for developmentally handicapped people; and
- Children's services.

While that is an accurate summation of our major areas of activity, it neglects to depict the most essential element of the work of the Ministry of Community and Social Services—our involvement and co-operation with the community. It is there—together with municipal governments, private and charitable agencies, professionals and volunteers—that our plans and our goals are brought to fruition.

We are constantly seeking new and improved ways of serving people in community settings.

In this vein, the closing months of 1982-83 saw the launching of a unique project—in co-operation with Metropolitan Toronto ecumenical church leaders and the Incorporated Synod of the (Anglican) Diocese of Toronto—to provide assistance and shelter for emotionally, physically, and socially disadvantaged people. With financial help from the ministry, the Anglican Diocese was able to set about acquiring and renovating several houses, to accommodate these disadvantaged people, in Toronto's Parkdale neighbourhood. A church resource centre was planned to provide meals and counselling services.

This project led to the formation of a non-profit corporation, called Ecuhome, that will assist in the establishment of more church resource centres, together with associated accommodation, in other Metro Toronto neighbourhoods and other Ontario cities.

A major thrust in the development of community service was undertaken in October 1982 when we embarked on our five-year plan to enhance community living opportunities for the developmentally handicapped people of this province. By the time the plan is fully in effect, almost

1,000 people now in facilities for the developmentally handicapped will be living in community settings. Hundreds of others, already living in the community, will benefit from improved occupational and training resources. Six facilities will be closed under the five-year plan. At the same time, remaining facilities will continue to provide the finest care and training available for developmentally handicapped individuals who are not ready or able to live in a community setting.

In the two fiscal years under review, we also took a major initiative in the area of our largest financial obligation— income maintenance— with the launching of pilot projects to test the effectiveness of integrating the delivery of family benefits and general welfare, together with employment support schemes, in seven municipalities. Employment support projects are being tested in an additional two municipalities.

One of the most innovative legislative advances in the province in many years also began in this period with the development of the Child and Family Services Act, which amalgamates 10 existing pieces of legislation related to children.

These are only a few of the ministry's activities in the 1982-83 and 1983-84 fiscal years but they make it readily apparent that, despite the constraints of the economy, it was a time of solid services as well as high endeavour.

Ministry of Community and Social Services

estimated expenditures

(\$000's)

	Printed	1980/81 Supps.	Total	Actual	Printed	1981/82 Supps.	Total	Actual
Income								
Maintenance	691,249.1	—	691,249.1	731,925.9	763,959.1	66,075.2	830,034.3	839,403.9
Adults	179,719.7	—	179,719.7	187,211.4	208,720.7	9,521.4	218,242.1	222,971.0
Childrens	300,688.0	—	300,688.0	310,911.2	341,979.9	2,020.8	344,000.7	352,009.5
Developmental	251,314.1	—	251,314.1	263,258.0	295,782.8	—	295,782.8	310,412.1
All Other	32,857.8	—	32,857.8	36,167.7	44,062.1	150.0	44,212.1	46,838.9
	1,455,828.7	—	1,455,828.7	1,529,474.2	1,654,504.6	77,767.4	1,732,272.0	1,771,635.4

	Printed	1982/83 Supps.	Total	Actual	Printed	1983/84 Supps.	Total	Actual	1984/85 Printed
Income									
Maintenance	913,621.3	92,572.1	1,006,193.4	1,028,619.6	1,084,237.4	119,327.0	1,203,564.4	1,210,226.6	1,281,909.7
Adults	253,348.3	4,458.0	257,806.3	271,046.3	282,642.5	3,522.0	286,164.5	293,414.7	303,866.0
Childrens	398,949.2	—	398,949.2	403,539.5	435,101.3	—	435,101.3	433,538.2	456,514.1
Developmental	354,589.3	—	354,589.3	369,630.3	405,216.7	—	405,216.7	412,436.7	414,612.3
All Other	51,612.4	—	51,612.4	51,108.0	53,448.8	—	53,448.8	52,532.4	53,214.6
	1,972,120.5	97,030.1	2,069,150.6	2,123,943.7	2,260,646.7	122,849.0	2,383,495.7	2,402,148.6	2,510,116.7

Sources: Printed Estimates 1980/81 – 1984/85
Public Accounts 1980/81 – 1983/84

Note: Authorization for actual expenditures in excess of Printed Estimates plus Supplementary Estimates provided through Management Board Orders including such items as in-year salary adjustments for ministry employees.

Income Maintenance and Family Support



Introduction

Ontario's income maintenance programs are allotted a major part of the Ministry of Community and Social Services' annual budget. In 1982-83 the programs spent \$1.029 billion, including administrative costs, to meet the year's increased demands caused especially by rising unemployment, inflation, and a deep economic recession. In 1983-84 this figure rose to \$1.210 billion.

The General Welfare Assistance (GWA) program, which provides short-term and emergency aid, is administered by the municipalities and approved Indian bands. The Family Benefits Allowance (FBA) program, which provides assistance on a long-term basis, is administered through the 13 area and 74 local offices of the Ministry of Community and Social Services.

In March 1983, there were 226,157 beneficiaries of general welfare across the province—123,443 recipients and 102,714 dependants. The total number of recipients was up 31 per cent over March 1982. By March 1984, the number of recipients had declined to 120,308.

There were another 248,196 beneficiaries of family benefits in March 1983—130,545 recipients (including 1,776 recipients of the WIN program) and 117,651 dependants. That was a seven per cent increase over the number of recipients 12 months earlier. By March 1984, the number of beneficiaries increased to 269,408—142,647 recipients (including 2,102 recipients of the WIN program) and 126,761 dependants.

Trends and effects

The major trend during the two-year period, April 1982 to March 1984, was the recession, which led to an increasing number of employable people applying for general welfare. After searching unsuccessfully for jobs, many of them had exhausted their federal unemployment insurance benefits and were turning to welfare for financial help.

Although modest real economic growth took place throughout 1983, the level of unemployment, and consequently the general welfare caseloads, remained high by historical standards.

Accordingly, in its planning activities, the ministry placed emphasis on income maintenance programs that best met community needs and assisted Ontarians most affected by the economic decline. This planning emphasis was reflected in two major initiatives: a \$52-million recession package introduced in October 1982, and a \$61-million series of improvements introduced in November 1983.

\$52-million recession package introduced October 1982

The special “recession package” was introduced by the ministry to cope with the unusual demands of the times. It put into effect many major program improvements and new initiatives in income maintenance and family support.

Permanent increases were allocated to both GWA and FBA allowances as part of this package. The ministry also increased its payments to foster parents, its one-time allowance for residents leaving a facility to live in the community, and back-to-school allowances for children of FBA recipients.

More than 370,000 people benefited from these innovations and increased allowances. Details follow.

General Welfare

There was a five-per-cent increase in basic GWA benefits in the recession package, effective November 1982, and recipients with high shelter costs also received up to \$25 a month more in the provincial shelter subsidy. A special increase of \$11 a month, above the other increments, was provided to all single employable recipients, raising the maximum allowance for this group by 17.7 per cent — from \$266 to \$313.

The monthly allowance, including maximum shelter subsidies, was increased 12.9 per cent to \$325 for unemployable single persons. These allowances were increased 9.8 per cent to \$517 for a couple, and 8.5 per cent to \$667 for a family of four.

GWA covers basic living expenses such as food, shelter, personal needs, clothing, special diets and nursing home care. All beneficiaries also receive free Ontario Health Insurance Plan (OHIP) coverage and approved prescription drugs. The costs of general assistance are shared among municipalities, the province, and the federal government on a 20/30/50 basis.

Of the 123,443 GWA recipients in March 1983, there were 80,319 employable but temporarily unemployed persons (32,601 heads of families and 47,718 single persons) and 43,124 unemployable persons (15,290 heads of families and 27,834 single persons).

The average number of GWA beneficiaries over the 1982-83 fiscal year was 199,606 a month — 111,018 recipients and 88,588 dependants.

Among the employable but unemployed recipients, there were an average 25,673 heads of families and 33,600 single persons. In the unemployable group, there were an average 15,781 heads of families and 25,737 single persons.

Family benefits

FBA recipients were also given a five per cent increase in their basic monthly allowances effective January, 1983, plus a \$25 increment in maximum monthly shelter subsidies.

The ministry's recession package also extended the FBA program's Guaranteed Annual Income Supplement for the Disabled (GAINS-D) to include more than 27,000 people classified as permanently unemployable. This was the second phase of an expansion of the GAINS-D program, which began a year earlier with a \$40 increase in the basic monthly allowance.

This further expansion provided an additional increase of up to \$46 monthly, as well as the five per cent increase for FBA recipients. Ontario's GAINS-D beneficiaries thus received an overall increase of up to 24.1 per cent for permanently unemployable single persons, and up to 39.3 per cent for single women aged 60-64 years.

The FBA and GAINS-D monthly allowances at maximum shelter subsidy, under the improved schedules, rose to \$457 for a single disabled person, and to \$582 for a mother with one child. The allowance for a mother with three children rose to \$752 a month and for a couple with both spouses disabled to \$849 a month.

All FBA and GAINS-D recipients receive free OHIP coverage and can obtain at no charge any required prescription drugs. Free dental coverage is available to FBA recipients and their dependent children as well as foster children and handicapped children receiving benefits. The ministry also covers the cost of purchasing or repairing eyeglasses and hearing aids required by beneficiaries and their dependants. The majority of FBA costs are shared by the Provincial and Federal governments on a 50/50 basis.

The ministry's Family Benefits program allows as well for an annual payment every August to families with school-age dependants, to cover each pupil's back-to-school expenses. A special allowance of up to \$225 monthly is made available under the Handicapped Children's Benefits Program to lower-income families with a severely handicapped child living at home.

Among the 128,769 recipients of FBA (excluding the 1,776 recipients of the WIN program) in March 1983, 5,014 were aged, 60,400 were handicapped, 55,289 were sole-support parents, 2,247 were foster parents, 603 were living in chronic-care facilities, 2,329 were participating in vocational rehabilitation services and 2,828 were receiving the Handicapped Children's Benefits allowance.

The average monthly number of FBA beneficiaries over the fiscal year was 239,831 — 126,174 recipients (including 1,802 recipients of the WIN program) and 113,657 dependants. There were an average of 4,644 aged recipients, 60,147 handicapped recipients, 51,790 sole-support parents, 2,195 foster parents, 2,214 participants in vocational rehabilitation services, 2,703 recipients of the Handicapped Children's Benefits allowance, 605 recipients living in chronic-care facilities, and 74 others.

Emergency assistance

In addition to regular assistance provided through the GWA program, a further \$1.5 million was allocated by the ministry during 1982-83 for emergency shelter and assistance during the winter months. This was formulated in co-operation with municipalities and churches. During 1983-84, this allocation increased to \$2 million. These funds were also used to assist in meeting the longer-term need for shelter (see The Ecuhome Corporation) through the development of church-operated boarding homes.

The Ecuhome Corporation

In early 1983, the ministry entered into a new partnership with the Ecumenical Leaders Group of Toronto Churches to provide inexpensive good-quality accommodation to low-income physically, emotionally and socially disadvantaged single persons. As a result of this agreement, the ministry will provide capital assistance to churches to purchase, renovate and furnish rooming houses within walking distance of a selected church where a drop-in centre is operated to provide daytime services to residents.

The initial Ecuhome pilot is proceeding in the west end of Toronto under the ownership of the Ecuhome Corporation—a non-profit operation created by an agreement among the Anglican, Roman Catholic, Greek Orthodox, Baptist, Lutheran, Presbyterian, and United churches. Planning for a second Ecuhome project in the east end of Toronto was started in 1983-84; it is scheduled to begin operating in 1984-85. Planning was also begun for two smaller projects in Guelph and Kitchener to open in 1984/85.

\$61-million series of improvements introduced November 1983

The series of improvements introduced in November 1983 continued the ministry's tradition of helping those who are in financial need. The four main items were:

- a five per cent across-the-board increase in basic allowance levels in both the family benefits and general welfare programs.
- a special increase for single employable persons on General Welfare Assistance.
- a \$15 across-the-board increase in the maximum monthly shelter subsidy.
- special improvements for physically and mentally handicapped recipients.

Details of these improvements which became effective January 1984 follow.

General welfare

There was a five per cent increase in basic GWA benefits, and recipients with high shelter costs also received up to \$25 a month more in the provincial shelter subsidy. A special increase of \$6 a month, in addition to these increases, was provided to all single employable persons, raising the maximum monthly allowance for this group by 10.5 per cent—from \$313 to \$346.

The monthly allowance, including maximum shelter subsidies, was increased 8.6 per cent to \$353 for unemployable single persons, 7.2 per cent to \$554 for a couple, and 6.6 per cent to \$711 for a family of four.

In addition to these basic increases, the ministry introduced a new special payment of up to \$350 to help socially, emotionally and physically disadvantaged people leaving institutions to get established in the community.

The average number of GWA beneficiaries in 1983-84 was 222,376 a month—122,537 recipients and 99,839 dependants. Of the employable but unemployed recipients, there were an average 28,441 heads of families and 41,985 single persons. Among the unemployable recipients, the average was 14,620 heads of families and 27,390 single persons.

FBA recipients were also given a five per cent increase in their basic monthly allowances, plus a \$15 increment in the maximum monthly shelter subsidy.

Family benefits

The FBA and GAINS-D monthly allowances, at maximum shelter subsidy, were increased to \$491 for a single disabled person, and to \$622 for a mother with one child. The allowance for a mother with three children rose to \$800 a month and for a couple with both spouses disabled to \$902 a month.

As part of these improvements, beginning in January 1984, handicapped clients were reimbursed for fuel costs in addition to their basic GAINS-D allowance.

The maximum allowance paid under the Handicapped Children's Benefits Program was increased to \$250—up from \$225 a month.

In addition, maximum monthly relocation benefits were raised for disabled clients. These are benefits allocated to clients who must go to another community for vocational training and have the costs of maintaining two residences.

The number of FBA beneficiaries including WIN recipients averaged 259,439 per month over the 1983-84 fiscal year, comprised of 136,741 recipients (including 1,961 recipients of the WIN program) and 122,698 dependants. This included an average of 5,382 aged recipients, 64,213 handicapped recipients, 57,002 sole-support parents, 2,283 foster parents, 2,381 participants in vocational rehabilitation services, 2,854 recipients of the Handicapped Children's Benefits allowance, 606 recipients living in chronic care facilities, and 59 others.

Northern family resource centres

In June 1983, the ministry announced the allocation of \$1.68 million in capital funding to build 12 family resource centres in small isolated northern municipalities. These 8- to 10-bed facilities will provide emergency shelter, counselling and supportive services to women in crisis and their children. Priority for service will be given to battered women. The ministry will share with municipalities the operating costs of these centres, which will receive the same improved funding as transition houses that serve this group. The majority of centres are expected to open in 1984.

Family violence initiatives

In November 1983, the provincial government announced it would provide an additional \$4 million to improve services for battered women. Most of this money was to be spent on stabilizing the funding of shelters for battered women in Ontario and on providing short-term interim assistance to shelters with pressing financial difficulties.

Under the hostel provisions of the GWA legislation, the ministry shares in the municipalities' costs of funding shelters for battered women. The gross provincial share in 1983-84 was approximately \$3 million.

Details of a new funding formula for these shelters were announced by the ministry in February 1984. This formula will cover the costs of 24-hour staffing, counselling and supportive services.

The ministry also introduced in 1983-84 a family violence prevention program which includes:

- training for professionals involved in serving battered women and their families;
- a variety of literature for both the public and professionals;
- a film library on family violence prevention;
- consultation to community groups and educational institutions.

In addition the ministry sponsored a two-day multi-disciplinary seminar on family violence which was attended by some 250 participants.

Integration projects in FBA/GWA

To avoid duplication of services in providing income assistance, the ministry initiated pilot projects in co-operation with seven municipalities in 1982-83 to test an integrated delivery system for able-bodied recipients.

As a result, 6,617 Family Benefits cases and 65 provincial employees were transferred to the participating municipalities. These were the cities of Peterborough, Thunder Bay and Windsor, the counties of Lanark and Dufferin, and the regions of Peel and Waterloo.

These projects, which were implemented through the fall and spring of 1982-83 have been extended in the project stage to Dec. 31, 1984. A monitoring and evaluation committee with provincial and municipal representation was set up in 1983-84 to make recommendations on the best way to deliver FBA to single-parent families. The formal data collection stage ended March 31, 1984. Early indications from the test sites are favourable.

Employment support initiatives

In conjunction with the integration tests, the ministry brought in new employment support initiatives in 1982-83 for sole-support parents on social assistance who wished to seek work or take part in retraining programs. These initiatives were introduced in the seven municipalities participating in the integration projects, as well as in Toronto and Ottawa.

The program offered is entirely voluntary. To aid these parents who want to work, the ministry offers free pre-employment counselling and covers any required child-care costs. Costs of other employment-related expenses, such as transportation, are also paid by the program.

These initiatives, which continued to operate on a test basis in 1983-84, are being assessed by a joint provincial/municipal committee.

The WIN program

Throughout 1982-83 and 1983-84, the ministry's work incentive program (WIN) continued to achieve its objective of assisting FBA and GAINS-D recipients who obtain full-time employment.

People moving off benefits to take full-time employment are eligible for a final phase-out grant of \$250 and, depending on their earnings and family size, may be eligible also for a monthly allowance and health benefits for a period of up to two years. At the end of March 1983, 1,776 people were taking part in the WIN program. This brought the number of participants since the program's inception in 1979 to a total of 5,652.

In 1983-84, eligibility for the WIN program was extended to include employable sole-support parents in municipalities participating in the employment support initiatives program. In March 1984, 2,102 people were benefiting from the program.

Decentralization of Medical Advisory Board

In order to qualify for GAINS-D benefits, an applicant must be examined by a qualified physician and then have his application and written medical assessment reviewed by the ministry's medical advisory board. Until recently, that board operated centrally in Toronto.

In keeping with the ministry thrust to improve services through decentralization, the normal review functions of the board have been decentralized throughout the province. With the reviews conducted at the local and area office level, applications will also be processed faster.

Decentralization of GWA financial processes

Also in keeping with the overall thrust to decentralization, the payment of subsidy claims under the General Welfare Assistance Act has been decentralized to the ministry's area offices. The related process of reimbursing municipalities for their GWA administration costs has been decentralized to the ministry's regional offices. These changes in procedure should enhance responsiveness to local issues and needs.

Increased GWA subsidies to municipalities

Effective July 1983, the ministry increased its subsidies to municipalities with a high percentage of population receiving general welfare assistance. Under the revised formula, municipalities whose welfare recipients average more than four per cent of the population over a four-month period are eligible for a 90 per cent subsidy for their caseloads over four per cent.

Under the old formula, added subsidies were not provided until welfare recipients exceeded six per cent of a municipality's population.

Comprehensive Income Maintenance System

During 1982-83 and 1983-84, the ministry continued to develop the Comprehensive Income Maintenance System (C.I.M.S.) which integrates four existing automated systems supporting the delivery of the FBA and GWA delivery programs. In conjunction with this continued development, the selection of terminal hardware to support C.I.M.S. was concluded following a rigorous tendering process. C.I.M.S. implementation strategies for both provincial and municipal administrations have been developed.

It will take approximately 16 months, beginning in October 1984, for all municipalities currently using the M.A.I.N. system to join C.I.M.S.

Overpayment Recovery and Follow-up System

Due to the size of the FBA program, and the fact that allowances are calculated according to the many differing and changing circumstances of clients, overpayments sometimes occur. Some of these arise as a result of unintentional failure on the part of recipients to report changes in circumstances; some as a result of deliberate withholding of information. A small proportion are caused by error on the part of ministry staff, are identified as such and written off.

Section 17 of the Family Benefits Act gives the ministry's director of operations the authority to recover an overpayment either by making a deduction from a recipient's allowance or by initiating civil (legal) proceedings. Where there is an overpayment on an active file, the practice is to make a small deduction each month. There is, however, a substantial amount owing to the ministry from overpayments on cancelled cases.

In 1974, the Overpayment Recovery and Follow-up System (ORFUS) was introduced. This is a separate computer system from the one that handles the active FBA cases and calculates the amounts of allowances each month (ONTAP). The ORFUS system stores data on cases in which overpayments remain outstanding, and generates letters to former recipients requesting repayment.

On April 1, 1983, a project was launched to determine the effectiveness of recovering substantial debts owed to the Crown (resulting from overpayments incurred under the family benefits legislation) by taking the appropriate legal action failing voluntary reimbursement by the debtor. This demonstration project will run for 18 months.

The ministry continues to play an active role in federal/provincial/territorial and provincial/territorial discussions of a broad range of social issues. In October 1983, Ontario hosted a two-day inter-provincial and territorial conference.

The Canada/Ontario Employment Development program

In 1982-83, working in conjunction with the federal government and other ministries, the Ministry of Community and Social Services helped initiate a new job creation program for people who had exhausted their UIC benefits and for those on income maintenance. Called the Canada/Ontario Employment Development program (COED), it was introduced in January 1983.

Under this program, municipalities and social agencies across the province were invited to submit proposals for services or projects. Through the approved proposals, jobs were created for GWA and FBA recipients, and funding obtained for worthwhile projects that might not be financed under normal allocations.

Meeting other needs

The wide spectrum of ministry programs includes desertion services, legal aid assessment, veterans' aid, supplementary or other special assistance.

A central desertion service operated by the ministry gave active help in locating spouses who had deserted their families. Staff of the service also worked with numerous family courts and parental support workers to enforce family maintenance orders.

Some 106,740 people were referred during 1982-83 to the ministry's area offices for legal aid assessments. Through this service, applicants' financial circumstances were reviewed and their eligibility for legal aid was determined. In 1983-84 some 113,002 people were referred.

A supplementary aid allowance is paid, at the discretion of municipalities, to people already receiving assistance under family benefits, old age security, GAINS, or vocational rehabilitation for such extra needs as prosthetic devices and dental services. In 1982-83, an average 5,859 recipients a month were receiving supplementary aid. In 1983-84, there were an average 6,797 recipients.

An average of 25,382 persons a month received special assistance during 1982-83. This assistance, also issued at the discretion of the municipalities, is cost-shared at a rate of 50 per cent. It covers such items as dental service, prostheses, and vocational training. In 1983-84, the month average was 28,758.

Social assistance reviews

The ministry's policy is to ensure that appropriate assistance is made available to any Ontarian who is in need and eligible. To ensure this, the Social Assistance Review Board functions as an independent body under the provisions of the province's income maintenance legislation.

Anyone who is refused GWA, FBA or VRS assistance may appeal to the board. Anyone whose benefits are reduced or cancelled, or who is seeking exemption from payment for chronic care services, may also appeal.



Introduction

Ensuring the well-being of Ontario children in need of care and support remained a high priority with the Ministry of Community and Social Services during the last two fiscal years. Children's services, therefore, continued to comprise a major portion of the ministry's budget during this period. The ministry allocated \$472.9 million to these services in 1982-83 and \$514.6 million in 1983-84.

One of the major initiatives during these two years was the development of a comprehensive plan to consolidate all provincial children's legislation into a single Act, the Child and Family Services Act. The proposed Act, developed after an extensive public consultation process, was given careful scrutiny by the Legislature's Standing Committee on Social Development from January to early March 1984, and was scheduled to be presented to the Legislature in May 1984.

Another highlight was the establishment in November 1983 of the Ontario Centre for the Prevention of Child Abuse, part of the ministry's ongoing effort to eliminate child abuse in the province.

During the same time, the ministry continued the process of decentralizing its operation to speed the delivery of services to children throughout the province.

In defining its service objectives, the ministry remained committed to the following principles:

1. The safety of children is paramount.
2. Children should be removed from their parents only as a last resort and, if intervention in the life of the child becomes unavoidable, the least restrictive means of alternative care and supervision should be chosen.

In keeping with this policy, there has been a marked reduction in recent years in the number of children placed in care across the province. Specifically, over the three years prior to 1983, the number of children in the care of children's aid societies dropped by 14 per cent to 12,000. That figure showed a further reduction in 1983-84 as a result, primarily, of the ministry's increased support for non-residential services.

The ministry's innovative system of service planning and funding, introduced to children's aid societies in 1980-81, continued to be successful and was extended to children's mental health centres in 1983-84. (Ser-

vice planning is scheduled to be introduced to children's and youth institutions in 1984-85.)

The objective of these service plans is to enable the ministry and associated agencies to allocate and manage resources effectively according to provincial and local priorities.

The Child and Family Services Act

In October 1982, the ministry presented plans to improve the delivery of services to children by consolidating all the Ontario children's legislation into a single Act. The proposed new Act would amalgamate 11 existing statutes, thus eliminating hampering inconsistencies between various Acts, making relevant laws more comprehensive, and addressing new legal issues.

Contained in a 184-page consultation paper, the ministry's recommendations were designed to provide a viable framework for a service system for children and youth that would meet future needs. The paper also detailed ways in which this reform could be expedited.

The 11 statutes recommended for amalgamation were: the Child Welfare Act, the Children's Institutions Act, the Children's Residential Services Act, the Day Nurseries Act, the Children's Probation Act, the Training Schools Act, the Children's Mental Health Services Act, the Provincial Courts Act (as it relates to observation and detention homes), and the Developmental Services Act, Charitable Institutions Act, and Homes for Retarded Persons Act as they relate to children. (In the bill as finally drafted, the Day Nurseries Act was not included among the statutes to be amalgamated.)

The ministry's consultation paper urged that children's services support and supplement the child's family wherever possible, rather than compete in providing alternative care or supervision. It advocated that parents and children be given the opportunity of a hearing whenever decisions affecting their interests were being made, or when they had queries or complaints regarding children's services.

The paper reiterated the ministry's position that community living is preferable to institutional living, and open facilities preferable to closed ones. It suggested a shift in resources from residential care to prevention, as well as the provision of services such as homemakers, self-help training, and parent relief. Proposals were also made regarding voluntary routes to service, children in need of protection, rights and responsibilities of children in care, young offenders, records and confidentiality, adoption and foster care.

As part of its consultation process, ministry staff attended public meetings and met with specific groups and associations throughout Ontario to discuss these far-reaching reforms. During a six-month period to April 1983, the ministry exceeded an average of one public meeting per working day around the province. Moreover, during the same period, the ministry received more than 200 written briefs on the paper, most of them from service providers.

This encouraging response to the ministry's new plans provided informed and direct guidance from the general community on further advantages to be gained from the proposed legislation.

Following the analysis of the briefs submitted to the ministry on the Children's Act Consultation Paper, draft legislation entitled the Child and Family Services Act was developed. The draft with its attached background paper was tabled in the Legislature in December 1983.

Beginning in January and continuing until early March of 1984, the Legislature's Standing Committee on Social Development completed a six-week detailed study of the draft legislation. Committee members listened to 45 oral presentations from groups and individuals and read 74 written briefs. This all-party standing committee made numerous recommendations in a final report, including the following:

- that services to children and families be offered in French where appropriate;
- that children admitted to long-term care be regularly reviewed;
- that the definition of a child in need of protection be reworded to qualify risk;
- that time limits be introduced for children placed in isolation and secure treatment; and
- that greater consideration be given to Native input into the delivery of child-welfare services.

The committee's recommendations were incorporated in a draft bill in March and April of 1984. (Note: The bill received first reading in the House on May 18, 1984 and second reading on June 8. At that time, it was scheduled to return to the committee for further review over the summer.)

Decentralization of services Improvements continued in children's programs as a result of further advances in the re-organization and decentralization of ministry services. Moving decision-making closer to local levels helps relate children's programs more closely to other programs within the ministry.

By the end of 1982-83, most program planning and supervisory activities had been decentralized to field offices across the province. Matters such as province-wide policy and program planning, operational co-ordination, information systems and standards development continued to be administered from head office.

The ministry broke down many of the barriers between children's programs by bringing together teams of program supervisors. Working across old boundary lines, these teams and their managers concentrated their efforts at area levels, taking an important step towards integrating services.

To foster the planning and co-ordination of children's services at the local level, the ministry introduced the concept of co-ordinating and advisory groups for children's services across the province. By mid-1982, a full set of criteria was ready for municipalities wishing to set up such groups in their communities. These groups, which include service providers and other interested parties, were set up to assist in the integration of planning and in the development of long-term proposals. By 1984, 18 co-ordinating and advisory groups had been established across Ontario.

Regional offices continued to develop an effective service delivery network among Ontario's local communities. In doing so, they were able to monitor effectively the allocation of financial resources to ensure their best usage.

Children's aid societies

During 1982-83, the ministry contributed \$159.7 million to child-welfare services across the province. In 1983-84, spending in this area rose to \$163 million. Most of these funds went to support Ontario's 51 children's aid societies.

Children's aid societies operate preventive programs and residential and support services for children and their families who are, or may be, in need of care and protection. Societies are also responsible for arranging, often through foster care or adoption, temporary or permanent placements of children separated from their parents.

In 1983, children's aid societies provided services throughout Ontario to 30,000 families with more than 52,000 children. Of these children, more than 40,000 were served within their own families, while the remaining 12,000 children were living in substitute care arrangements, primarily foster homes.

These statistics indicate the success of the ministry's policy of supporting family life in Ontario. This policy promotes humane attitudes and advocates intervention in the way parents raise their children only when their practices of child care violate standards set out in legislation within the ministry's jurisdiction.

During the last two fiscal years, the ministry's system of service planning and funding was consolidated among children's aid societies throughout the province. All 51 societies submitted service plans for 1984 that outlined their proposed programs and estimated costs. The service planning approach has been effective in assisting societies to identify their priorities and define the resources available. It has, therefore, helped to reduce the need for subsequent exceptional circumstances review—a society's means of requesting adjustments in its base budget—and child welfare reviews, undertaken when allocations are in dispute.

Adoptions

During 1982-83 and 1983-84, the adoption unit processed 7,481 adoption orders and issued 926 licences for private adoptions. An additional 1,636 adoptees and 864 birth parents were added to the ministry's adoption disclosure registry.

The number of infants for adoption in recent years has decreased, due largely to a trend in contemporary society for unmarried mothers to choose to raise their children themselves, many with financial help from the ministry. This, in turn, has reduced the total number of children available for adoption. Specifically, in 1983 there were only 1,509 unrelated adoptions (adoptions by families other than relatives), compared to 6,086 in 1969.

In 1982-83, a total of 95 children with special needs were placed for adoption with the help of the ministry's recruitment efforts; this number increased to 115 in 1983-84. These efforts included: *Today's Child*, the regular newspaper column written by Judith Adams; *Family Finder*, a weekly television spot on CFTO-TV; talks to parent groups; and a children's bulletin distributed to children's aid societies. The adoption unit's Adoption Resource Exchange Conference, held in April and October, brought representatives from most children's aid societies' adoption departments, and resulted in many additional adoptions of hard-to-place children.

Parents whose children have been adopted may register with the adoption disclosure registry and adoptees may register once they have reached age 18. If both parties are listed and adoptive parents give permission, a meeting may be arranged between the adoptee and his or her original parents, but only after mandatory counselling. In 1982-83, there were 55 reunions between child and parent and in 1983-84, there were 60 such reunions.

The adoption policies and practices of individual children's aid societies were reviewed during 1983-84 and a presentation was prepared for the consideration of the Ontario Human Rights Commission. Once the results of the commission's deliberations are known, agencies will be advised of any potentially discriminatory aspects of their adoption processes.

The ministry also continued to play a part in inter-provincial and international adoptions, and the federal Department of Health and Welfare's adoption service referred a number of children from other provinces or territories to Ontario for adoption.

The ministry continued during the last two fiscal years to give high priority to the prevention of child abuse in the province.

During 1983, there were 1,083 fully investigated cases of child abuse reported to the Central Child Abuse Register. This register, made mandatory by the Child Welfare Act, records the names of suspected child abusers throughout the province as a confidential reference. Essentially, the register enables a children's aid society worker involved in a case investigation to check whether a suspected offender's name has been previously listed.

Child abuse

One of the highlights of the ministry's efforts to reduce child abuse in the province was the establishment in November 1983 of the Ontario Centre for the Prevention of Child Abuse. This centre was set up by the ministry in co-ordination with the Canadian Children's Foundation, professionals from a variety of disciplines and the community as a whole to:

- offer multi-disciplinary training programs to professionals from across the province who deal with abused children;
- provide support for and co-ordinate research into issues related to child abuse;
- provide a central location for all the ministry's child-abuse prevention activities including the Central Child Abuse Register.

From November 1983 to March 1984, the centre offered four training sessions to professionals from 12 communities across the province.

The ministry's Child Abuse Prevention Program, now under the auspices of the new centre, continued its activities which include:

- promoting interprofessional and interagency co-operation;
- supporting research and demonstration projects;
- developing and promoting training and curriculum materials;
- public education;
- improving parenting skills.

Children's and youth institutions were initially established, under private auspices, in the mid-1850s to care for orphans and neglected children until they could be apprenticed. As other services for children were developed, the institutions became smaller and more specialized. Today, children's and youth institutions are operated by private, non-profit charitable organizations and supervised by the province.

As of March 31, 1984, there were 55 of these residences throughout the province with a total licensed capacity of 899 beds. They offer care to: children who exhibit disturbed behaviour or are in conflict with the law or community; children needing temporary placement during times of family stress; youth requiring assistance until they can live independently or return to their families; and young unmarried mothers during and following pregnancy.

Total ministry funding for these institutions amounted to \$10.6 million in 1982-83 and \$11 million in 1983-84. This covered the cost of both residential and non-residential programs for children and youth in need of temporary care.

Children's and youth institutions

Children's mental health services

Children's mental health services continued to expand during the last two fiscal years. The new programs, established after intensive community consultation, focused on providing local services in communities previously served by large urban children's mental health centres. They were

designed, in particular, to strengthen the delivery of services to pre-school children since school-age children are expected, as a result of Bill 82, to have their program needs met by local schools.

The greatest expansion of service occurred in northern Ontario, where five years ago there were only five children's mental health centres. By the end of 1982-83, there were 14 centres in the north and an additional 21 satellite programs. Two new residential facilities, one in Sault Ste. Marie and the other in Timmins, were added in 1983-84.

Special emphasis was placed on the growth of non-residential programs to ensure that, as much as possible, children can receive the services they need in their own communities and that residential places are available for the more difficult-to-serve youngsters.

By the end of March 1984, there were a total of 80 facilities administered by this ministry and providing children's mental health services, compared to 55 in 1977. Of these, 37 were residential, and 43, non-residential. In all, they offered a capacity of 1,052 spaces.

During 1982-83, the ministry allocated a total of \$98.9 million to the children's mental health program, including funds for transfer payments and direct-operated programs. In 1983-84, that allocation increased to \$111.1 million.

The service plan approach to funding was introduced to children's mental health centres in 1983-84 and all centres were funded on the basis of these plans.

Consultation between the ministry, children's aid societies and Indian bands in 1982-83 resulted in the development and funding of 10 new child-welfare programs for Indian communities. Under these programs, Indian staff provide information, education and support counselling for Native children and their families. The new programs brought to a total of 31 the number of Indian communities in which prevention services are delivered in co-operation with Indian bands.

An important goal of these prevention programs is to reduce Native people's need for social services and, at the same time, increase the effectiveness of the services provided on reserves.

During 1983-84, the ministry continued to improve the effectiveness of services to Indian reserve communities through the following initiatives:

- the development of 36 programs, designed and managed by Native people on the reserves, at a cost of \$1.5 million (this was in addition to the \$19.3 million allocated for the maintenance of existing non-reserve programs serving Native people);
- the development of a child-welfare policy for services offered on reserves and a policy for delivering Native child-welfare services outside reserves.

Native children

In the area of services to Native people living outside reserves, the ministry continued to support children's programs in friendship centres and Native women's residences, and to provide input in the evaluation and development of the Urban Native Task Force.

Day care

The role of the ministry in the provision of child day care has traditionally been a multi-faceted one. The Day Nurseries Act sets out the requirements for the licensing and monitoring of group centres and private home day-care programs. And it governs the provision of subsidies to families who have demonstrated financial need or who have children with physical or developmental handicaps.

Rather than being a direct provider of children's day-care services, the ministry funds three types of local sponsoring agencies approved for financial assistance under the Day Nurseries Act: municipalities, Indian bands, and approved corporations.

In this way, sponsoring agencies are able to help families with the cost of day care. Specialized services for handicapped children continued to be subsidized directly by the ministry, which also performs an active role in maintaining standards of service.

Services provided by licensed day-care centres include full- or part-day care of pre-school children, and part-time programs for school children up to 10 years of age. Full- or part-day programs are also provided for developmentally or physically handicapped children.

By December 1982, there were 1,877 group centre programs in Ontario with a total licensed capacity of 68,955 spaces. By December 1983, the number of programs had grown to 1,943, giving a total licensed capacity of 70,559 spaces.

In 1982-83, the ministry allocated \$62.7 million to the regular day nursery program. Day nurseries for developmentally handicapped children received an additional \$11.2 million. Another \$1.5 million was given in capital grants for a total expenditure of \$75.4 million.

By 1983-84, the ministry's estimated expenditure for regular day nursery programs had climbed to \$68.6 million and expenditures for day nurseries for developmentally handicapped children was up to \$12.5 million. In addition, another \$1.3 million in capital grants was spent on these programs—a total expenditure of \$82.4 million.

Day-care initiatives

More recently, in recognition of the large number of families who find care for their children outside the supervised formal system, the ministry, through the day-care initiatives program (1980) and the employment support initiatives (1982), introduced an innovative and comprehensive range of child-care options for families—some of which have been designed to enhance the quality of child care in informal arrangements, and others to expand both licensed group and private home day care programs.

During 1982-83, under the day-care initiatives program, 65 pilot projects were initiated to help informal care givers obtain further information and

support services. These included 17 new and expanded private home day-care projects and four family group care demonstration projects. In addition, 20 grants were provided for local public education projects, 46 grants were given to the operation start-up of programs, and 100 grants provided for capital assistance.

During 1983-84, 79 informal care pilot projects, 24 private home day-care projects and one additional family group care demonstration project were initiated. As well, 37 grants were provided for local and provincial public education projects, 62 operational start-up grants were provided to non-profit centres, and 107 grants were provided for capital assistance.

Supervised private home day care

The private home day-care program, available in private homes inspected and supervised by a local agency, offers the advantage of a family-like setting. The homes are usually in the child's immediate neighbourhood and, in some cases, the hours are more flexible than in day-care centres. Supervised private home day care is a valuable means of extending day-care service to infants and young children. Ministry funding is also allotted to provide subsidized spaces in these programs for children whose parents cannot afford the cost.

The ministry initiated a licensing process for all private home day-care agencies in January 1984.

Integrated day care

There was a significant increase during the last two fiscal years in the number of day-care centres licensed to provide integrated programs to include handicapped children.

Integrated programs, a comparatively recent innovation by the ministry, can accept one handicapped child for every 10 normal children. Assessments are made, and each child is given an individual program. Parents are encouraged to extend the program into their homes, and thus reinforce the learning initiated at the centre.

Young offenders

The ministry continued its provincial program designed to help young offenders rejoin the community as useful members.

The program provides observation and detention services for young people awaiting court disposition, as well as residential training schools for young offenders. Other services include supervision of young people on probation and wards discharged from training schools and assigned to community aftercare.

Detention homes

During the last two fiscal years, the ministry administered 26 provincial observation and detention homes with a total of 225 beds. These homes continued to play an important role in providing short-term care and custody for children in conflict with the law. They also provide, under the Child Welfare Act, accommodation for children needing a place of safety as directed by a court.

Training schools

Admissions to the ministry's custodial programs decreased in 1983-84 to 508 children compared to 547 the previous year. This can be attributed partly to the ministry's policy of using provincial training schools solely to serve children who may be a danger to themselves and others.

The ministry directly operates five training schools across Ontario: at Oakville, Simcoe, Sudbury, Cobourg and South River. It also oversees a privately-run training school at Uxbridge. In addition, there are two wardship units with a total capacity of 32 beds in Toronto.

The training schools provide custody and counselling for young people deemed delinquent by a provincial court judge. (Note: the federal Young Offenders Act, which became effective in 1984, eliminates the all-encompassing charge of "delinquency" and replaces it with specific charges.) School staff evaluate all young people assigned to the school, so that appropriate non-institutional care can be planned. As a result, more children are being successfully returned to the community, and the average length of time spent in training schools is decreasing.

Probation and aftercare

The ministry's policy is to keep young people out of the justice/correctional system wherever possible. In line with this, ministry officers endeavour to use prevention and diversion programs to control delinquent behaviour before it might result in court action. In cases that do go through the courts, ministry officers work with parents to reintegrate these children into their families and communities as soon as possible.

During 1982-83, ministry probation and aftercare officers served 5,932 probation cases. During 1983-84, the number of young people placed on probation decreased to 5,362. The probation and aftercare systems include remedial education, recreational activities, reconciliation between victim and offender, life-skills training, and placement.

Further reductions in the number of Ontario young people in conflict with the law, and therefore assigned to correctional care, were achieved by the ministry's policy of extending co-operation and resource sharing among agencies and organizations. These include children's aid societies, school boards, children's mental health programs, and police youth bureaus.

The new Young Offenders Act

The ministry continued to plan for the implementation of the new federal Young Offenders Act. Passed in July 1982, with proclamation postponed due to delays in federal cost-sharing proposals and negotiations, the new Act came into force on April 2, 1984. A maximum age of 17 years for all young offenders in Canada will come into effect April 1, 1985.

Planning for the new Act required a thorough review of the ministry's policies, procedures and programs to comply with its provisions, rather than the 76-year-old Juvenile Delinquents Act.

The ministry also carried out a lead role for an inter-ministry project to co-ordinate Ontario's planning for the new Act.



Introduction

During the fiscal years 1982-83 and 1983-84, the Ministry of Community and Social Services continued to expand and improve its network of services for developmentally handicapped people.

In October 1982, the ministry announced its second long-range plan to increase community living opportunities for developmentally handicapped children and adults. This plan calls for the creation of 2,444 new community living places, 1,881 new training and employment places, and the closure of six institutions for developmentally handicapped people by 1986. The first two institutions closed in 1983-84.

The same month, the ministry launched Special Services At Home, a new program to assist families in caring for their developmentally handicapped children in their own homes. It was the second phase of the Special Needs and Services program introduced in April 1981 to provide additional grants for services and equipment for developmentally handicapped children admitted to facilities.

The ministry also continued, during the two-year period, to improve the services and programs for developmentally handicapped people and their families offered through ministry-owned and operated (Schedule I) facilities, 11 (Schedule II and III) facilities operated by community boards and funded by the ministry, and four diagnostic and assessment centres.

In total, the ministry spent \$485 million on all services for developmentally handicapped people in 1982-83 and \$507 million in 1983-84.

Five-year plan for community services

As part of its five-year plan to increase alternatives to institutional living for developmentally handicapped people, the ministry will spend \$33.7 million in 1982 dollars to develop:

- 750 new supervised community-living spaces;
- 1,000 new places in the family-support program;
- 244 new group-home places;
- 1,381 new training and employment places for higher-functioning developmentally handicapped adults;
- 500 new training and employment places for lower-functioning adults;

- 200 new beds for severely handicapped children; and
- 250 new places for severely handicapped adults.

These new community services will be used by hundreds of developmentally handicapped people now living in the community and by about 1,000 residents of institutions who will be moving to the community during the course of the plan.

Between 1975, when the ministry established its program of community services, and 1982, some 3,800 residents of institutions for the developmentally handicapped in Ontario moved back to the community.

Since the overall occupancy rate at the 17 Schedule I facilities would have been only 62 per cent once the five-year plan is implemented, the ministry is consolidating its facility services and closing six of these institutions.

St. Lawrence Regional Centre in Brockville closed June 30, 1983; Bluewater Centre in Goderich closed Dec. 14, 1983. Pine Ridge Centre in Aurora and St. Thomas Adult Rehabilitation and Training Centre (START) will close in 1984; D'Arcy Place in Cobourg in 1985; and Durham Centre in Whitby in 1986. The number of residents at Oxford Regional Centre in Woodstock will be reduced, over the five-year period, from 657 to 484.

Individual plans are being developed for each of the residents at the closing institutions in consultation with their parents or guardians. As a result of these plans, 68 of the 150 residents of the Bluewater Centre are now living in the community; the rest are in other facilities which meet their needs and are as close as possible to their families.

Sixty of the Bluewater residents were transferred, most of them at parental request, to Midwestern Centre in Palmerston, a smaller facility, similar in style to Bluewater. Fifty-two Midwestern residents moved to the community, offsetting these transfers; more are scheduled to move and, by summer 1984, Midwestern's population will be smaller than it was when the five-year plan was announced.

In deciding which institutions to close, the ministry considered first the effects on specialized programs for the residents. Many of the facilities to remain open offer unique programs for blind and deaf residents, for residents with behaviour problems and multiple handicaps, and for those requiring extensive medical care.

The ministry also considered: the proximity of other facilities; the ease of relocation for staff and for residents who will not move to the community; the cost of operating, upgrading and maintaining each facility; and the impact the closures would have on individual communities.

New community residential programs

The consolidation of facility services will mean a reduction of 1,163 staff over the five-year period. The ministry is taking an active role to assist these employees to relocate in the 11 remaining Schedule I institutions, in the community-based alternatives, and in other areas of the public service where they may qualify.

Of the \$33.7 million that the ministry will spend to expand its community services for developmentally handicapped people, \$23.7 million will come from the closing of the six institutions.

By broadening the spectrum of programs for developmentally handicapped people, the ministry will be better able to offer individuals the level of service that is most appropriate to their needs and abilities at every stage of their lives.

As part of this expansion, in early 1983 the ministry introduced two new residential programs for developmentally handicapped adults.

The Supported Independent Living (SIL) program bridges the gap between the intensive support available in group homes and the intermittent support provided by the Adult Protective Service Worker (APSW) program to developmentally handicapped adults living independently in the community.

Typical SIL clients will go to work or to a training program during the day and receive life-skills training either in the morning before they leave for work, in the evening, or on weekends. The average staff-client ratio of one-to-eight will ensure that clients receive intensive supervision, on a daily basis if necessary.

The major differences between the SIL program and the APSW program is that the latter fulfills primarily a broad case management/advocacy function, while SIL workers are principally concerned with skill training and support.

The SIL program will be used by individuals who move out of facilities or group homes as well as adults living in their parents' homes who wish to learn the skills required to move to an independent setting.

The second community living program established by the ministry in 1983 is called Familyhome and is intended for developmentally handicapped individuals who prefer to live in supervised family settings. They may be capable of community living but require supervision, guidance and direction with some aspects of daily life, or they may require certain specific types of care or training which can be provided best in a stable and supportive household.

During 1983-84, the ministry funded 524 new residential places in group homes, special support homes, Familyhomes and the SIL program and 586 new places in workshops and life-skills programs. Of these new spaces, 337 were for former residents of facilities; the rest were for developmentally handicapped persons already residing in the community.

Special Services at Home

The new Special Services at Home program has proven to be one of the most successful programs ever introduced by the ministry. Designed to assist families caring for their developmentally handicapped children at home, it provides assistance for such support services as parent relief workers and behaviour management specialists. It also covers the purchase of such special equipment as hearing aids, educational computers and bath lifts.

The Ontario Association for the Mentally Retarded played a key role in the development of this unique program, which has strengthened the partnership between the ministry and the parents of developmentally handicapped children.

By the end of the 1983-84 fiscal year, the ministry had spent a total of \$5.3 million for individual services and equipment for approximately 3,400 children across the province.

Life-skills

During 1983-84, the ministry spent \$8.7 million on 83 life-skills programs serving 1,710 developmentally handicapped adults. (In 1982-83, it spent \$6.9 million on 64 programs serving 1,391 adults.) These programs are designed to increase each individual's personal and social skills to a level where he or she can adjust successfully to community living. They feature such practical aspects as training in cooking, house-keeping and money management.

Rehabilitation workshops

By March 1984, there were 140 approved workshop programs serving 7,081 developmentally handicapped adults across Ontario. They offer assessment services, life-skills and vocational training, job placement programs and sheltered employment.

The programs are offered by voluntary agencies with ministry grants allotted for the construction, acquisition or renovation of workshops and the purchase of basic furnishings and equipment. During the 1982-83 fiscal year, operating grants totalled \$24.4 million and capital grants, \$3 million. In 1983-84, operating grants were \$26.2 million and capital grants, \$1.2 million.

During 1983-84, the ministry continued, in consultation with workshop operators, to develop plans to restructure the workshop system to improve training and employment opportunities for handicapped people in Ontario. These plans, scheduled for implementation in 1984-85, include separating the vocational training function of sheltered workshops from the employment function.

Individual Program Planning

To assist facilities and agencies providing services to developmentally handicapped persons to determine the most appropriate level of service for each of their residents or clients, the ministry is drafting guidelines for Individual Program Planning (IPP).

These guidelines, to be distributed in the fall of 1984, will standardize the process by which performance is measured, goals are set, and steps

are defined for achieving those goals. They will also encourage service providers to co-ordinate their activities.

Pilot projects in IPP were conducted in 1983-84 in Dryden, Hamilton, Midland and Toronto.

Other community support projects

In the fiscal year 1982-83, the ministry spent a total of \$234 million on community services for developmentally handicapped people. This increased to \$249 million in 1983-84.

There were 42 adult support programs, including adult education, held generally at community colleges.

Forty-seven infant stimulation programs assisted “at-risk” infants up to the age of two to attain their developmental potential. Twenty-one behaviour training programs helped children from the age of two to adulthood to acquire new skills, maintain learned behaviours, and eliminate inappropriate behaviours. And 94 children were served by the special foster-care program.

Family support workers identified the individual needs of children and their families and co-ordinated and monitored the services they required, using a case management approach similar to adult protective service workers.

Other support programs for developmentally handicapped children included parent relief, communications and speech, assessment and diagnosis, parent education and toy libraries.

Facility services

While it is expanding its community services, the ministry remains committed to providing the highest possible standard of care in institutions for the developmentally handicapped.

In 1983-84, with ministry funds of about \$258 million (a \$7 million increase over 1982-83), these facilities provided a comprehensive range of programs to approximately 6,000 residents. In addition, the facilities offered assessment and diagnostic services for the general community, parent relief, crisis intervention, behaviour modification, assistance to francophones, and specialized treatment programs for those who needed on-site medical care. Many of the facilities also conducted and supported specialized programs of research and education on the causes, treatment and prevention of developmental disabilities.

While the staff of the facilities tried to prepare as many people as possible for community living, they also attempted to provide a home-like atmosphere, including individual living arrangements, for the remaining residents.

All residents participated in a full range of recreational and social outings. Children received primary education in a classroom setting and adults were offered a variety of vocational and pre-vocational opportunities.

The ministry announced in October 1982, as part of its five-year plan, that it would allocate \$1.8 million for further capital improvements of its facilities during the 1983-84 and 1984-85 fiscal years. These funds—which were over and above any monies already earmarked for regular maintenance and improvements—were specifically designated to improve the quality of life for the residents.

Among the projects approved under this special improvement fund in 1983-84 were three houses built on the grounds of Rideau Regional Centre in Smiths Falls as transition houses for residents preparing to move to the community. Renovations were completed on a four-bedroom house on the site of Oxford Regional Centre in Woodstock to provide overnight accommodation for visiting parents and relatives. Construction of two specially designed 10-bed units at Huronia Regional Centre in Orillia for residents with multiple handicaps is underway. A therapeutic pool has also been approved for Huronia Regional Centre.

Special Needs and Services

Success continued with the Special Needs and Services program introduced by the ministry in April 1981. This program provides assistance in funding special services and equipment for individual developmentally handicapped children admitted to residential facilities.

During 1983-84, grants totalling \$4.7 million were allocated by the ministry to meet the individual special needs of 2,500 developmentally handicapped children in care. In 1982-83, \$2 million in assistance was given to about 1,500 children.

Tri-ministry

The objective of this project, implemented in 1981, is to provide developmental training, education and social and recreational activities for the developmentally handicapped clients of Homes for Special Care and extended-care facilities.

By the end of the 1983-84 fiscal year, more than 2,200 residents had been assessed and approximately 1,350 more were being served.

Assessments provided the basis for individual plans which included sensory and motor stimulation or, for the more advanced residents, life-skills and vocational training.

The ministry implemented the project with the ministries of health and education in co-operation with associations for the mentally retarded, nursing home associations, and residential home associations. It cost \$5.9 million in 1982-83 and \$8.3 million in 1983-84.



Introduction

Through its many programs for handicapped people, the Ministry of Community and Social Services continued during the 1982-83 and 1983-84 fiscal years to assist physically disabled individuals to achieve the greatest possible degree of independence and integration in the community.

Through the ministry's Vocational Rehabilitation Services (VRS), 13,652 adults in 1982-83 and about 14,000 in 1983-84 participated in programs designed to give them the training and assistance they needed to enter or re-enter the labour force or work in sheltered workshops or as homemakers. About 50 per cent of VRS clients have physical disabilities; 30 per cent, emotional disabilities; 15 per cent, intellectual impairments; and the rest, learning disabilities.

Attendant care services were provided through the ministry's support service living unit program to more than 350 disabled persons in 1982-83 and 435 individuals in 1983-84. Assistance with the daily activities of living is available 24 hours a day through this program to clients living in rent-geared-to-income shared residences and apartments.

The ministry also funded rehabilitation workshops for disabled adults, intervenor and interpreter services for blind and deaf persons, day nursery spaces for disabled children, and the Handicapped Children's Benefits program.

Vocational Rehabilitation Services

The VRS program covers all training costs, including tools, education courses, books, supplies, and transportation, and will provide allowances at the Guaranteed Annual Income System-Disabled (GAINS-D) rate to clients who qualify. Counsellors and supervisors assess clients' capabilities, arrange the necessary services and training, and then assist them to find a job in the open market or through sheltered or in-home employment or self-employment.

The ministry spent approximately \$3.1 million on psychological, educational and employment assessment services for VRS clients in 1982-83 and \$3.6 million in 1983-84; \$2.3 million on assistive devices and restorative services, including prostheses, wheelchairs, and dentistry in 1982-83 and \$3.1 million in 1983-84; and \$5.8 million on training services, including educational costs, on-the-job training and related costs in 1982-83 and \$6.4 million in 1983-84. Special education services, including tuition and transportation, for children with learning disabilities were

purchased at a cost of \$5.5 million in 1982-83 and \$4.2 million in 1983-84. Some 702 children received this service in 1982-83 and 600 in 1983-84. The total VRS budget was \$16.6 million in 1982-83 and \$17.3 million in 1983-84.

The amended Education Act will come into full force in September 1985 and will ensure the provision of special education for all children who require it. The ministry is co-operating with the Ministry of Education to facilitate the re-admission of learning disabled children, currently sponsored in private schools, to the public school system by that date.

Attendant care

The ministry expanded its support service living unit program by 52 units during 1982-83 and by 55 units in 1983-84 bringing to 435 the total number of units across the province. The cost of this program, designed to provide physically disabled adults with assistance in the basic activities of daily living, was \$3.8 million in 1982-83 and \$5.4 million in 1983-84.

In the latter part of 1983-84, the Ministry developed a plan to expand the support service Living Unit Program from 52 to 78 units per year, an increase of 50%. As well, a new Attendant Care Outreach Program will be developed to provide attendant care services, on a visiting basis, to physically disabled adults living outside of the designated housing projects.

Specifically, the program provides help with such activities as meal preparation, personal grooming, mobility and transferring. Clients are adults living in rent-geared-to-income shared residences or apartments subsidized by the Ministry of Municipal Affairs and Housing. As a result of this assistance, these individuals are able to live more independent and fuller lives than would otherwise be possible.

Rehabilitation workshops

Forty rehabilitation workshops serving 2,671 physically or emotionally disabled persons were in operation during this period. Together, they received \$10 million in operating grants in 1982-83 and \$10.9 million in 1983-84. Capital grants totalled \$663,361 in 1982-83 and \$478,000 in 1983-84.

In consultation with workshop operators, the ministry continued during the last fiscal year to develop plans for restructuring the workshop system to improve training and employment opportunities for handicapped people in Ontario. These plans, scheduled for implementation in 1985, include more employer-based training sites in the regular workforce.

In 1982-83, almost \$2 million was allocated to rehabilitation agencies to enable them to provide rehabilitation services to disabled persons with special needs; for example, individuals with hearing or sight impairments or spinal-cord injuries. These grants were increased to \$2.1 million in 1983-84.

Physically disabled children

Through its Handicapped Children's Benefits program, the ministry helped support more than 2,500 disabled children living in their own homes in 1982-83 and approximately 3,000 in 1983-84.

Established in July 1977, this program is designed to assist parents who need help in meeting the extraordinary costs arising from their child's severe handicap, such as the costs of transportation and lodging associated with escorting a child to school, medical treatment, parental relief, special day care, and special diets.

The maximum monthly benefit was \$225 in 1982-83 and \$250 in 1983-84. A total of \$3.5 million was paid in benefits in 1982-83 and \$4.4 million in 1983-84.

New initiatives

Four public exhibitions of assistive devices for physically disabled people were sponsored during the two fiscal years in Timmins, Kingston, Toronto and London. These well-attended exhibitions brought together the users and suppliers of assistive devices and permitted demonstrations of the latest available equipment.

The ministry also continued to participate in the development of international standards for vocational rehabilitation and the employment of disabled persons. Its provincial co-ordinator of vocational rehabilitation acted as technical adviser to the Government of Canada at the International Labour Organization's 1982 annual conference in Geneva, Switzerland

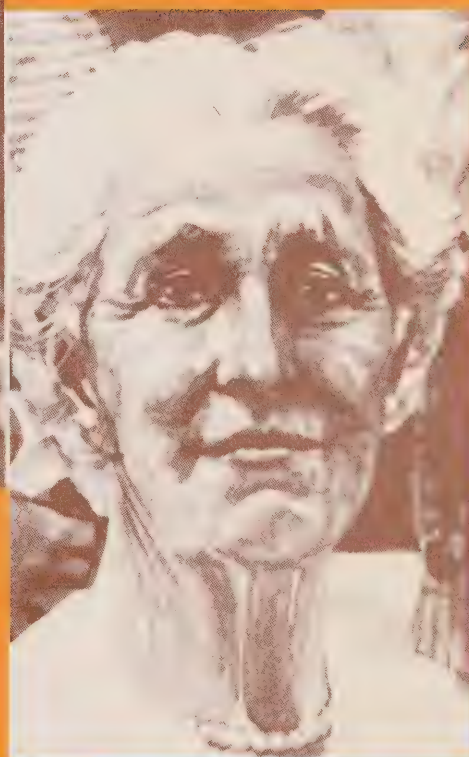
Interpreter/intervenor services

During the International Year for Disabled Persons, 1981, the ministry launched two programs for people with hearing impairments.

The Ontario Interpreter Service, operated through the Canadian Hearing Society, provides interpreters to hearing-impaired individuals who use sign language. The focus is on providing an interpreter for essential services—government, legal, medical, social and educational—that are otherwise inaccessible to the deaf. By the end of 1983-84, the ministry had spent a total of \$950,000 on this program serving more than 7,000 individuals.

The Intervenor Service is a separate program delivered by the Canadian National Institute for the Blind (CNIB). It aims at assisting adults, who are both deaf and blind, to function within their families and communities to the fullest extent possible. The intervenor uses a variety of communication methods such as sign language, finger spelling and Braille to mediate between a deaf-blind person and his or her environment. A person is considered deaf-blind who is legally blind and also has a severe hearing loss. The ministry has spent approximately \$825,000 on this program to date. In 1983-84 some 17,000 hours of intervention services were provided to approximately 200 individuals located throughout Ontario.

The ministry also funds a summer intervention program for children and young adults to provide continuity in their educational programs over the school break. In 1983-84 the ministry directed approximately \$200,000 to the Youth Secretariat for this program.



Ministry Helps Seniors Maintain Independence

Introduction

The aging of Ontario residents is creating new challenges for the Ministry of Community and Social Services. As the percentage of senior citizens in the population increases, additional pressures are being placed on the service system. More than ever before, it is essential that the ministry's programs for the elderly be well-designed, responsive and cost-effective.

In Ontario, there are currently an estimated 930,650 persons aged 65 and older. Seniors now form 10.5 per cent of the population, compared to 8.4 per cent a decade ago. And by the year 2000, it is expected that figure will rise to 14 per cent.

Among the existing group of seniors, 40 per cent are 75 years of age and older. Of that category, those aged 85 and older are the fastest-growing subgroup and are expected to double in number by the end of the century. Since the older seniors are the greatest consumers of our services, these demographic projections have obvious implications for both present and future programs for the elderly.

The ministry's primary service objective in this area is to promote a responsive cost-effective system of services for the elderly which will:

- enable individuals with special needs to be maintained in the community for as long as possible, thereby preventing unnecessary institutionalization; and
- provide the appropriate range, type and quality of institutional care for the minority of elderly persons for whom institutionalization is necessary.

In 1982-83, the ministry allocated \$213 million to services for seniors. This allotment, for such programs as home support, homemakers and nurses services, elderly persons' centres, municipal and charitable homes for the aged, and for volunteers, was increased in 1983-84 to \$229 million.

The ministry also continued during this period to co-operate with federal and municipal governments, other provincial ministries and relevant associations and local communities to ensure Ontario's elderly received services appropriate to their needs.

Home-support services

More than 90 per cent of Ontario's senior citizens are estimated to live on their own or with relatives. The ministry, therefore, places high priority on providing in-home support services to help these individuals maintain their independent living situations.

Subsidies totalling \$4.1 million were allocated to 237 home-support programs during 1982-83; these increased to \$4.9 million for 268 programs in 1983-84.

These programs, delivered by paid or volunteer staff, include such services as meals-on-wheels, friendly visiting, seniors' day programs, security checks, transportation and certain specified home repairs.

Homemakers and nurses services

About 70 per cent of the clients of the ministry's homemakers and nurses services program are senior citizens who, along with families, and convalescent, handicapped, chronically ill, disabled and other disadvantaged persons, are given the support necessary to remain in their own homes.

The homemakers and nurses services are offered through municipalities on a direct basis or on a fee-for-service arrangement with such organizations as the Victorian Order of Nurses, the Canadian Red Cross Society and other agencies, non-profit groups or individuals.

The ministry spent \$9.2 million in subsidies for this program in 1982-83 and \$9.8 million in 1983-84.

Elderly persons' centres

Elderly persons' centres are operated by non-profit organizations or municipalities, including municipal and charitable homes for the aged, and receive some funding from the provincial government. Non-residential drop-in centres, they offer a diversity of daily social, recreational, cultural and educational programs. By providing opportunities for seniors to remain active and involved, elderly persons' centres have made an important contribution to the overall well-being of a significant number of seniors.

In addition to these drop-in programs, many elderly persons' centres provide a base for a variety of home-support services.

The ministry granted almost \$1.5 million to these centres in 1982-83 and \$1.6 million in 1983-84.

Volunteer programs

The ministry relies heavily on volunteers to provide a myriad of services to seniors both in the community and in homes for the aged.

Volunteers operate gift shops and coffee shops and organize local fund-raising events at homes for the aged. In the community, they donate their time to such activities as meals-on-wheels, companionship and security programs, and transportation to medical appointments and for necessary shopping trips.

Through its volunteers-in-service program, the ministry encourages seniors to help other seniors who need information and assistance with numerous programs and services.

Homes for the aged

Homes for the aged are for seniors who cannot live on their own because they need daily nursing and personal care. They provide both residential care (up to 1.5 hours of care per resident per day) and extended care (1.5 hours or more of nursing and personal care per resident per day).

In 1983-84, there were 182 homes for the aged across Ontario: 89 municipal homes operated directly by municipalities under the Homes for the Aged and Rest Homes Act, and 93 charitable homes operated by non-profit organizations under the Charitable Institutions Act. More than 27,000 senior citizens — about three per cent of Ontarians aged 60 and older — were living in these residential facilities.

The ministry provides financial subsidies to homes for the aged for seniors requiring such assistance, thereby ensuring that accommodation and service is available to all residents, regardless of their ability to pay.

Besides providing a planned series of activities for those in residence, homes for the aged offer vacation and respite care as well as short-term residency to seniors in the community.

In 1982-83, operating subsidies totalled \$153.5 million at municipal homes for the aged and \$36.2 million at charitable homes. The 1983-84 subsidies totalled \$163.7 million at municipal homes and \$41.4 million at charitable homes.

Adjuvant program in homes for the aged

Progress continues with the ministry's training course for adjuvants. These are staff members in homes for the aged whose role is to assist residents to achieve optimal physical, mental and social functioning. This is accomplished through individual programming for residents including reminiscing groups for confused elderly, a range of exercises for the physically disabled, and the adaptation of clothing and utensils to allow the disabled to be more independent.

To enhance the quality of these programs, the ministry provides a three week training program which is followed by independent learning. Weekly teleconferences not only monitor students' progress, but ensure the latest data is communicated quickly to a large number of staff.

Introduction

In a well-proven policy of decentralization, the Ministry of Community and Social Services delivers its programs and services through four regions: Central, Southeast, Southwest and North. By moving decision-making and implementation closer to area levels, this policy has promoted more efficient delivery and more effective integration of social services.

Regional boundaries

In all four regions, the ministry directly operates local offices, facilities for the developmentally handicapped, observation and detention homes, and training schools.

Central Region includes the municipality of Metropolitan Toronto; the regional municipalities of York, Halton and Peel; and Simcoe and Dufferin counties. This geographic area has a total population exceeding 3.2 million people—over 36 per cent of Ontario's entire population. The region now has 3,300 ministry staff. To meet their needs, there are two area offices in Toronto (one for adults, the other for children), and area offices in Mississauga and Barrie. The Mississauga office covers Halton, Peel and Dufferin, while the Barrie office serves York and Simcoe.

Southeast Region extends to include the regional Municipality of Durham and Victoria county in the southwest, Renfrew in the north and the two counties of Prescott, and Stormont, Dundas and Glengarry in the extreme east. The region's population is about 1.7 million people—or 19.9 per cent of the province's total population. Services are administered by a staff of 2,741 working from the Kingston regional office, three adults' and three children's area offices (Ottawa, Kingston and Peterborough), and at facilities for developmentally handicapped people.

In the 1983-84 year, the Southeast Region integrated two of its three area offices, so that the Ottawa and Kingston offices now serve children in addition to adults; plans were developed for the third area office integration to take place early in 1984-85.

Southwest Region is a triangle that includes Bruce and Grey counties in the north, Essex county in the southwest and the Regional Municipality of Niagara in the southeast. Its population is about 2.9 million and ministry staff numbers 3,385. The regional office is in London, with area offices at Hamilton, London, Waterloo and Windsor.

North Region covers more than two-thirds (about 814,500 square kilometres) of Ontario's total area and half the region is accessible only by air and/or rail. Its largely rural and isolated population of about 858,000 people has a high concentration of Native people (6.6 per cent registered Indians) and a considerable francophone population (19 per cent). The regional office is at Sault Ste. Marie, and newly-integrated area offices are in Sudbury, North Bay and Thunder Bay. A total staff of 908 administers the ministry's social services.

Central Region

Several initiatives were taken during 1982-83 and 1983-84 in Metropolitan Toronto to provide for shelter needs. An additional 248 hostel beds were added to the regular hostel network through the Municipality of Metropolitan Toronto with 80 per cent cost sharing by the ministry.

A pilot project initiated in 1983 in Metropolitan Toronto presents good potential for other cities across Ontario. The result of co-operation between the ministry and the Ecumenical Leaders Group of Toronto Churches, it offers residential accommodation, meals and counselling to emotionally, physically and socially disadvantaged people in the Parkdale area.

Two boarding homes became operational in 1983-84 with 11 and seven tenants respectively. A project co-ordinator was hired to work on the development and operation of the houses and a neighbourhood centre which will open in 1984-85. Finally, an agreement has been signed with Ecuhome Corporation, a coalition of churches developed through the initial Ecumenical Leaders Group, which will provide for the development of this and similar projects throughout Metropolitan Toronto.

An additional 238 hostel beds were created in Metropolitan Toronto in 1983-84 as emergency winter shelter and an emergency winter assistance program involving the provision of canned goods and meals was established.

During 1982-83, the John Howard Society opened the Frank Drea Home, a 10-bed residence for the developmentally handicapped in conflict with the law, and the Salvation Army opened a 10-bed group home for developmentally handicapped young adults. These programs are both in the City of Toronto. Approval was also given to the Metropolitan Toronto Association for the Mentally Retarded's "Project 81" — residential and developmental programming for 32 multi-handicapped young adults.

Central Region also proceeded within a regional framework to implement the five-year plan to reduce the resident population in facilities for developmentally handicapped persons and to expand community services.

To provide additional residential care for clients both from the community and from institutions, 132 new residential spaces were created and 18 existing group-homes spaces were enriched. An additional 176 workshop and life-skills spaces were developed.

In Toronto, 70 of the new life-skills places were combined with a range of support services to form a resource centre which will provide day programming for lower-functioning clients.

Across the region more than \$200,000 was expended to develop support services for developmentally handicapped people.

Renovations at Huronia Regional Centre resulted in the conversion of three ward settings into six home-like apartments. A 30-bed community integration program was initiated at Pine Ridge in Aurora and it has successfully prepared residents for life in small group settings within the community. The resident population of Pine Ridge was reduced from 146 to 81 in 1983-84. Extensive consultation concerning the forthcoming closure of Pine Ridge was conducted in order that all parties affected could contribute to the process and that the community is aware of what is taking place.

A program at a large home in Newmarket, which provided accommodation for 20 developmentally handicapped individuals, was restructured into smaller, family-like units in the community.

Surrey Place Centre initiated a consultation service for assessment and advice concerning the management of developmentally handicapped children up to the age of 14 years who reside outside of Metropolitan Toronto. The facility will accept referrals from physicians who consider that their patients with biological, cognitive or behavioural abnormalities might benefit from a second opinion.

In the first full year of operation of the Special Services at Home program, Central Region approved 798 applications for the funding of special services or equipment for developmentally handicapped children who live at home with their parents.

York region saw the creation of a generic agency to consolidate such support services for the developmentally handicapped in the community and in Homes for Special Care as family support, protective services, job stabilization, and other developmental programs.

A unique child-care experiment launched in the Barrie area the same year proved successful, and the agency was encouraged to expand this service as needed. This day-care centre operates a flexible service for parents engaged in shiftwork by remaining open 24 hours a day.

In 1983-84, an additional 54 day nurseries were licensed within the region to provide an increase of 1,667 spaces. In Toronto, 44 subsidized developmentally handicapped children were integrated into centres for children who are not handicapped.

In 1982, Thistletown opened two secure treatment units at the Syl Apps Centre in Oakville, and established six community programs and a

school-based program. Twelve extra beds were established 1983-84 for high-risk hard-to-serve children and adolescents and service delivery was expanded in the regions of Peel and York.

Funding for home-support services for elderly and disabled persons in the Toronto area increased during 1982-83 by 41 per cent.

In 1983-84, the Toronto area office approved funding for three new home-support agencies and for the establishment of 11 new day-care centres for seniors and disabled persons.

Funding was approved for 108 residential beds in Copernicus Lodge, a new home for the aged in Toronto. It will provide accommodation and care for seniors from the Polish and other ethnic communities.

The old wing for the Independent Order of Odd Fellows (I.O.O.F.) home for the aged in Barrie was renovated in 1982-83, and a 40 bed expansion was completed in 1983-84.

Fire safety improvements to seven homes for the aged in Metropolitan Toronto are nearing completion. The ministry's share in the cost is \$890,800. Improvements to the food services in four homes in Metropolitan Toronto have been completed; the ministry's share is \$256,000.

Staff from all three areas of Central Region worked with head-office staff in organizing the technical aids exhibition, *Living Independently*, held in Toronto in November 1983. The one-day event attracted 1,100 people who came to see the latest technical aids, and to obtain current information about programs and services, designed to improve the quality of life of disabled children, disabled adults, and senior citizens.

Bellwoods Park House, an institution-like residence in Toronto for physically handicapped adults, was converted in 1983-84 to 32 one-bedroom, self-contained apartments. The Ministry of Housing funds rent supplements, and the Ministry of Community and Social Services funds the provision of attendant care.

Peel region and Dufferin county were two of seven municipalities across the province to test the integrated delivery of Family Benefits Allowance (FBA) and General Welfare Assistance (GWA) to able-bodied recipients at the municipal level. The aim was to eliminate the duplication caused when two levels of government deliver benefits to essentially the same group of people.

In addition, the ministry introduced new employment support services in the same seven municipalities plus Toronto and Ottawa. These services included assistance with child-care costs and pre-employment counselling. In Toronto alone, 510 clients sought these services within the first three months of operation—a 60 per cent increase over original projec-

tions. In 1983-84, some 2,134 people requested services. Metro Toronto was also host to a pilot project testing the effectiveness of decentralizing the medical eligibility review process for people applying for FBA benefits allowance.

The Children's Resource Network, a service believed to be unique in North America, was established by the Peel Children's Foundation in November 1982. Through this network of non-residential services, children's individual needs can be matched with the most appropriate program.

Southeast Region

During the 1982-83 fiscal year, the Southeast regional office initiated a specialized planning exercise to examine the current service system, estimate future needs, and develop strategies for short- or long-term implementation of planning results. Nursing, adjuvant and administrative reviews in homes for the aged were conducted by area staff. Relationships with district health councils on areas of mutual interest were developed and enhanced.

During 1983-84, each of the region's three area offices completed needs, role and feasibility studies in several homes for the aged, with the result that each area converted residential care beds to extended care. Further, each area participated in planning, initiating and supporting home-support programs for elderly persons.

In the Ottawa area, an elderly persons' centre for francophones was approved; three homes for the aged completed capital projects worth a total of \$1.2 million; and 30 residential beds at St. Joseph's Villa Charitable Home were converted to extended-care beds.

The ministry approved grants totalling \$227,859 for special equipment and services for 190 developmentally handicapped children in the Ottawa area under its Special Services at Home program in 1982-83. Grants worth approximately \$225,000 were approved for 124 children in the Kingston area and grants of about \$250,000 were allotted to 114 children in the Peterborough area.

In 1982-83, under the Special Needs and Services Agreement program, the ministry spent \$42,888 on special equipment and services for 267 children in institutions and approved children's homes in the Ottawa area. Grants were also approved under the same program for 375 children in facilities and community residences in the Peterborough area and 260 children in the Kingston area.

Under the same program in 1983-84, the ministry spent \$230,000 on special equipment and services for 133 children in institutions and approved children's homes in the Peterborough area. Grants were also approved under this program for 190 children in facilities and community residences in the Kingston area (\$423,500) and 115 children in the Ottawa area (\$63,901).

The ministry approved grants totalling \$300,000 for special equipment and services for 154 developmentally handicapped children in the Peterborough area under its Special Services at Home program in 1983-84. Grants of approximately \$853,700 were approved for 308 children in the Kingston area and grants of about \$566,675 were allotted to 857 children in the Ottawa area.

The five-year plan required considerable planning and program development. During 1983-84, the St. Lawrence Regional Centre in Brockville was closed and plans were initiated for the development of community resources to support residents affected by the planned closures of D'Arcy Place in Cobourg and Durham Centre in Whitby. To assist developmentally handicapped people living in and moving to the community, as well as to support the agencies serving these people, the remaining Schedule I facilities in the Southeast Region expanded their community outreach services.

Kingston area participated with the local district health council in 1982-83 in studying the feasibility of establishing an assessment clinic for Alzheimer's disease. Nursing reviews in seven homes for the aged around the area were also completed.

A study of needs and resources for senior citizens' services in the Durham region was carried out the same year. A conference on aging was funded and supported by Peterborough area, and attended by volunteers and ministry personnel among others. A series of child-abuse workshops was successfully presented by the Kingston area office for professionals and the public.

The Native Child Welfare Prevention project sponsored by the Kawartha-Haliburton CAS and Curve Lake Band Council began offering counselling and education services, notably on family counselling and parenting skills, to reserve residents. A start-up grant was provided during the fiscal year for Native language instruction in the band council's day-care centre.

In line with the regional policy of francophone support, funding was allotted during 1982-83 to organizations in the Ottawa-Carleton communities wishing to upgrade their francophone services to children and families. These included \$190,000 to a halfway house for alcoholics, \$45,000 to another group home for alcoholics, and \$54,000 to a project to promote awareness among francophones of the ministry services available. The latter included the development of an inventory of resources available for francophone children in the locality, and consultations regarding the establishment of a francophone mental health program.

Following these earlier initiatives to provide francophone support, in 1983-84 the Ottawa area office implemented a bursary program to assist francophone employees in social service agencies to upgrade their job-related skills. In the Ottawa area, a bilingual pre-school treatment pro-

gram was established, and occupational therapy, physiotherapy and speech therapy services for pre-school francophone children were funded.

In early 1982, a technical aids seminar entitled “Breaking Barriers” was held in Kingston by the regional office in co-operation with the ministry’s operational support branch. The seminar proved highly successful, and was attended by more than 200 service providers, advocates, suppliers and parents.

In the Kingston area, FBA mothers’ cases in Lanark county were transferred to the GWA program as part of the integration project.

In the Peterborough area, a child abuse and family violence committee was established in Oshawa, while in Peterborough a task force was formed to determine community needs of abused women. The area also took part in a review of transition homes as services to battered women.

Southwest Region

The integration of children’s and adults’ services has now been completed in all four area offices. In addition, office automation and computer equipment was introduced.

In a continuing effort to expedite service delivery, Southwest Region completed the integration of the finance and administration units in the children’s and adults’ area offices throughout the region. Financial capabilities were strengthened by the appointment of a financial officer in each area.

Improvements in the delivery of services to senior citizens were introduced as a result of reviews completed at 22 homes for the aged throughout the region. Two attendant care projects were established in the Waterloo area, and 16 beds were introduced at Cheshire Homes in London.

Services for seniors were further improved through the establishment of new home-support projects and the conversion of residential beds to extended-care beds. Nursing, dietary and activation reviews were also completed in a number of homes.

To aid in public education regarding child abuse, the regional office awarded a number of grants to children’s aid societies throughout the region, and supported a number of workshops and studies.

A child-care centre was opened during 1982-83 at Guelph Correctional Centre, providing temporary care for children visiting incarcerated parents. Two new workplace day-care centres were also opened: one at Hamilton Civic Hospital, the other at Southwestern Regional Centre.

Ministry and operator staff received training to assist them in the implementation of the new day-care standards.

Two day-care programs for Native Canadian children were successfully implemented at New Credit and London.

A major regional initiative was the beginning of the implementation process for the ministry's five-year plan for expanding community living opportunities for developmentally handicapped people. This plan included the closure of Bluewater Centre, Goderich, late in 1983, a reduction in the capacity of the St. Thomas Adult Rehabilitation and Training (START) Centre, and the expansion of residential and day programs and support services in the region.

Phases I and II of Special Services—the program that provides assistance for developmentally handicapped children living in facilities or residences (Phase I) or in their own homes (Phase II)—were consolidated during the 1983-84 fiscal year.

An additional 23 spaces for support services for the physically handicapped were developed in the region.

Approximately 600 service providers, clients, ministry staff and interested members of the public attended the technical aids exhibition, *Living Independently*, held in London in March 1984.

North Region

Northern Ontario covers 814,447 square kilometres (over two-thirds of the total area of the province). It extends from the southern boundaries of Muskoka and Nipissing, northwest to the Manitoba border, and northeast to the Quebec border and James and Hudson Bay, and approximately one-half of it is accessible only by air or rail. The region's sparse and largely rural population totals, 857,956 with a high concentration of Native people (6.6 per cent registered Indians) and a substantial francophone population (19 per cent).

During 1982-83, a major thrust in this region was the integration of the area offices. The objective was to focus ministry activities at the local level, with one office in each area offering services to both adults and children.

Geographic boundaries in two of the three areas in the north were redefined to improve the balance of needs and resources. Following integration, the network comprised a regional office in Sault Ste. Marie; three area offices—in Sudbury, North Bay and Thunder Bay; and six district offices—in Sudbury, Sault Ste. Marie, Timmins, North Bay, Thunder Bay and Keewatin. The revised system was in operation by May 1983.

This integrated area management system is also supported by financial and planning resources at the local level.

Integration and responsibility marked the North Region's work on behalf of children. In the District of Rainy River, an integrated delivery system for child welfare, children's mental health and infant development services for developmentally handicapped children was developed. One board of directors was made responsible for the delivery of these services, assisted by an advisory board in the communities of Atikokan and Rainy River.

On January 18, 1984, the Minister of Community and Social Services,

assumed responsibility for the operation and management of the Children's Aid Society in the District of Kenora. A 10-member local advisory committee was established to assist the ministry with the operations and with the future development of child welfare services in the district.

During 1982-83, responsibility for francophone children residing in a Quebec residential program was transferred from the Ministry of Health to this ministry. Extensive planning and consultation occurred in 1983-84 regarding the development of alternatives to the residential placement of francophone children in Rouyn Noranda centre. In 1984-85, the North Region will complete plans for program development to provide francophone mental health support services in residential programs in the region.

Children's mental health services were expanded in 1982-83 with the establishment of a mental health program in the District of Temiskaming. Services were also expanded in 1983-84. During 1983-84 approval in principle was given for a six-bed residential treatment centre in the District of Algoma. A community mental health clinic located in Chapleau, in the District of Sudbury was approved. As well, mental health services were further expanded in the District of Temiskaming and a new eight-bed residential program developed in South Cochrane.

The North Region funded a total of 64 projects through the Day Care Initiatives program at a total cost of \$440,599 during both fiscal years. Of these 64 projects, 11 were designed to serve specialized population groups—Native people (seven) francophone clients (three) and developmentally handicapped (one).

Seventeen programs provided significant, resources and information for informal care givers and parents. A further 26 projects were funded to provide child care services in small communities and under-served population areas (rural).

Sioux Lookout's new day care facility, a centre with a capacity for 45 children and with approved spaces for children with special needs opened in September, 1983 under the name Norah Love Children's Service.

Among the new and expanded services for Native people introduced in 1983-84, were: establishment of child welfare prevention training programs in the Wikwemikong, West Bay, Spanish River and Whitefish reserves; implementation of the Native child welfare program on the Parry Island and Moose Deer reserves; an expansion of the Native child welfare program in the communities of Pikangikum, Shoal Lake # 39 and # 40. Sabaskong and Seine River.

Many residences and services to the elderly were improved and expanded. In 1982-83 renovations were made to Pioneer Manor, (Sudbury) and Centennial Manor (Manitoulin Island); the first phase of renovations for Cassellhome (North Bay) and the expansion of Golden Manor Home for the Aged (Timmins) were completed.

Construction also began on a new Rainycrest Home for the Aged, located in Fort Frances in 1983-84 and Pinecrest Home for the Aged in Kenora began a five-year program of renovations and upgrading.

Twenty-one beds across the region were converted from residential to extended care.

As well, in 1982-83, funding was allocated for an elderly persons centre in Fort Frances and a co-operative venture was launched with the Ministry of Municipal Affairs and Housing to establish a unique integrated housing service for the elderly in Sturgeon Falls in the District of Nipissing.

During 1983-84 home support programs were established in Kenora, Kingfisher, Kasabonika, Bearskin, Fort Severn, Big Trout Lake and Lac Seul. A single home support program was put in place to cover the entire Rainy River District.

Two new elderly person centres were also opened in Huntsville and Fort Frances.

Rehabilitation workshop spaces for developmentally handicapped adults were increased by 42 spaces throughout the region during 1982-83. Also established were six adult group homes, one children's group residence and three apartment programs. A new life-skills program with 12 spaces was opened in Dryden, and existing programs were increased by 62 new spaces.

Two new adult protective service worker programs were established in the same year in Marathon and Thunder Bay, and existing programs in Timmins, Sudbury and Parry Sound were expanded. A short-term residential service for battered wives was opened in Kapuskasing, in collaboration with the local children's aid society, and five child-abuse resource libraries were developed throughout the region—in Thunder Bay, Parry Sound, North Bay, Kenora and Sudbury.

A major survey of workshops for developmentally handicapped people and for those without developmental handicaps was completed for the fiscal year 1982-83. The data has been used to establish a regional data base by district and by area for the North Region, and to provide a comprehensive profile dealing with client and staff characteristics, financial management, health and safety factors and the business aspects of the workshop. It will also be used in the development of the ministry's new workshop policy.

In 1983-84, a new Adult Rehabilitation Centre (ARC) workshop was built in Kenora; approval was given for 15 added spaces at the Timmins ARC Workshop; the Espanola and District Association for the Mentally Retarded's Workshop was re-located from McKerrow to Espanola.

Also included in the activities during 1983-84: a life-skills program initiated in Sturgeon Falls, and the establishment of two group homes—one in Timmins, the other in Kirkland Lake.

***Intergovernmental
Policy Unit***

Develops and co-ordinates the ministry's policy and program responses to municipal governments, other provincial governments and the federal government. Ensures that cost-sharing arrangements are fully recognized by new policies and programs. Established in 1982-83.

Corporate Policy Branch

Consists of three units: corporate planning, standards development, and funding policy. Organized in 1982.

Corporate Planning Unit

Co-ordinates the activities of five task forces formed to develop long-term policies and plans for programs for the elderly, children's services, physically disabled and developmentally handicapped people, income maintenance and family support, and the ministry's own financial, human and information resources. Ensures that these long-range plans for the ministry's client groups and its own internal management unfold in a timely, synchronized fashion.

Standards Policy Unit

Prepares and develops program standards and guidelines for ministry program areas.

Funding Policy Unit***Funding Policy Unit***

Develops and implements policy alternatives for the funding of ministry programs. Policies are designed to improve the ministry's capacity to allocate and manage its resources. Uses a services approach to funding. Transferred to the policy and program development division from the finance and administration division in 1982-83.

***Policy Services and
Program Evaluation***

Integrates the policy services unit, research and program evaluation unit, child-abuse prevention program, policy co-ordination unit, and provincial co-ordinator of vocational rehabilitation.

Policy Services Unit

Co-ordinates the development of policy on specific issues which cut across client groups; provides technical and professional advice; clarifies or develops short-term operational policy positions; and provides responses on certain program or policy issues.

Research and Program Evaluation Unit

Provides specialized technical services for policy and program evaluation for the policy and operations divisions.

Child Abuse Prevention Program

Develops professional training materials and public education programs; provides advice and assistance, including funding, to community organizations.

Policy Co-ordination Unit

Provides a focal point for liaison with Cabinet and Cabinet committees and analyzes and co-ordinates ministry responses to external briefs, reports and submissions.

Provincial Co-ordinator, Vocational Rehabilitation

Administers the Vocational Rehabilitation of Disabled Persons Agreement with the federal government. Ensures maximum cost-sharing revenue for the province. Provides advice and assistance to MCSS officials and other ministries.

Policy Development

Develops consistent policies, programs and means for providing social services to children, the elderly, and physically and developmentally handicapped people, and for supporting single parents and families. Also develops policies for income maintenance. Children's Policy Development and Adults' Policy Development were amalgamated into this branch in 1982.

Operations Division

Oversees the delivery of all programs under Ministry of Community and Social Services administration once policies have been approved. Encompasses four regional and 13 area offices, co-ordinated by the office of the assistant deputy minister of operations, and the executive support and operational support branches at head office.

Executive Support Unit

Serves as a link between the regional and area offices and the ministry's senior management. Co-ordinates all mail for the minister, deputy minister and assistant deputy ministers and prepares briefing notes for their meetings and visits. Handles inquiries from the public to the minister's office.

Operational Support Branch

Consists of four major units: operational services, project management and implementation planning, medical services, and income maintenance.

Operational Services

Consists of three sections: program support, operational support, and administrative support. Provides professional and program expertise, and

information, training, monitoring and review systems for the division's decentralized field organization. Ensures the consistent application of ministry policies and procedures across the province.

Project Management and Implementation Planning Unit

Ensures that all ministry program and policy changes are introduced efficiently and consistently. Determines the operational implications of new policies and maintains a monitoring system for specified policies and programs. Responds to requests from regional and area offices for administrative and program reviews.

Income Maintenance Unit

Administers the provincial allowances and benefits programs, and oversees the municipal program of assistance to persons in need.

Medical Services Unit

Co-ordinates the key medical services in all ministry-operated programs—medical advisory boards of the income maintenance and vocational rehabilitation programs and medical services in facilities for the developmentally handicapped and homes for the aged. Provides consultants in psychiatry, geriatrics, rehabilitation, general medicine, and dentistry to these programs.

Finance and Administration Division

Provides corporate support to senior management through the assistant deputy minister and operational support through its branches. Provides corporate leadership in the development of policies and controls for financial and human resources as well as the introduction of information systems technology. Support is provided to senior and line management through central accounting, administrative and internal audit branches. Administers the federal-provincial cost-sharing program and the affirmative action program.

Federal-Provincial Cost-Sharing

Provides advice and consultation to ministry officials on the Canada Assistance Plan and related cost-sharing arrangements including the Young Offenders Agreement, the Vocational Rehabilitation of Disabled Persons Agreement, and the Indian Welfare Services Agreement. Ensures maximum revenue and integrity of claims. Also maintains schedules for the agreements, negotiates sharing as changes occur, and settles claims.

Financial Planning and Corporate Analysis Branch

Consists of two major sections: the budgets and financial control section and the financial planning and analysis section. It is the key branch in corporate financial management and quantitative analysis, assisting senior management collectively and individually.

Budgets and Financial Control Section

Provides financial management support to head office branches and the

assistant deputy minister of operations. Co-ordinates the financial management and analysis of the budgets of all four regions. Develops and provides advice on financial information systems which support financial management and controllership. Consults regularly with the Management Board Secretariat. Interprets central agency financial policy and guidelines on ministry funding and legislation.

Financial Planning and Analysis Section

Identifies and analyzes short-term planning issues and their effect on ministry programs. Assists in the development of priority plans and long-term resource strategies by providing accurate financial and economic analyses of current and proposed programs. Co-ordinates the allocation process, expenditure planning forecast, estimates and work planning, and management by results, management standards and related improvement projects.

Financial Advisory Services Section

Acts as a corporate support group for financial and administrative management. Develops and monitors financial and administrative policies and standards; co-ordinates manuals development and maintenance; and develops and maintains the financial manpower management system. Offers training seminars to improve the financial skills of non-financial staff; provides resource staff for project teams, emergencies and new developments. Also provides technical support to the senior advisor of federal-provincial cost sharing and is available to conduct special investigations in the agency network.

Accounts Branch

Provides financial information and accounting services; interprets central agency accounting policies and guidelines; participates in the development and implementation of financial systems which support ministry management processes. Processes all requests for treasury payment; records all financial data for public accounts; delivers salary cheques; performs salary verification; deposits revenues; and prepares ministry claims to the federal government.

Operational Evaluation and Audit Branch

Evaluates ministry funded programs and services, both transfer payment and directly operated, to ensure that financial, management and program delivery planning and control mechanisms are appropriate. Also ensures compliance with ministry and government administrative policy. Determines whether funds and assets are adequately safeguarded and advises senior management in how to ensure the economy of operations. Uses a variety of review and audit methods, developed mainly by the branch.

Management Information System

Develops computerized information systems, offers consultation and technical support, conducts feasibility studies, improves operational systems, and facilitates access to information from computerized data bases for all levels of management so informed and effective decisions can be made.

Capital and Administrative Services Branch

Provides technical and administrative support services through accommodation, purchasing, records management, general services, capital projects, and library services units. Offers consultation and planning services on the establishment, expansion and renovation of ministry facilities. Ensures that all program accommodation is designed and constructed according to program requirements and government legislation, policies, objectives and funding standards. Ensures the most efficient and effective use of capital funds. Maintains and updates guidelines on design criteria, fire and safety standards, and the approval process for the ministry's physical plants. Operates telex/twx stations, distribution centre, reproduction centre, mail services. Operates a staff library and public reading room. Purchases goods and services for all branches, offices, and facilities. Provides professional and technical assistance on all segments of records management. Co-ordinates the ministry's energy management program.

Human Resources Branch

Combines the former personnel branch and human resource management systems. Develops and implements systems for performance appraisal, management training and development, manpower planning, and effective human resource management. Offers support and advice to line managers and employees on such matters as employment compensation, employee relations, and employee benefits. Develops and reviews personnel policies, procedures and new programs. Represents the ministry at wage, working conditions, and benefits negotiations; handles union grievances.

Affirmative Action

Encourages and assists women employees of the ministry to achieve their fullest employment potential. Offers workshops and individual counseling; publicizes information on employment opportunities; increases women's awareness of the many non-traditional jobs they can consider.

Communications Group

Explains and publicizes, in a variety of ways, the nature, general objectives and programs of the ministry. Responds promptly to requests by the print and broadcast media for information and interviews with senior staff. Prepares and distributes news releases and background material to the media. Prepares speeches and statements for the minister and speeches for senior staff. Designs and produces information pamphlets, posters, displays, and audio-visual programs. Publishes Dialogue, the in-house news magazine highlighting ministry activities around the province. Handles written, telephone and in-person requests for information from the general public. Provides, through its field services unit, a direct link between the field managers and such support services as public and media relations, communications and conference planning, and public information resources.

French Language Services

Directs and administers the ministry's French Language Services (FLS) program which gives French-speaking residents, in designated areas, equal access to ministry services. Initiates policies and implementation procedures; interprets related Cabinet directives. Identifies and analyzes needs; co-ordinates related research. Presides over a task force of part-time regional FLS co-ordinators and representatives from the Finance and Policy Division, Policy and Program Development and Operational support addressing the extension of FLS to semi-autonomous agencies. Originates submissions regarding funding and policy requirements. Forecasts trends and related developments. Consults with various Franco-Ontarian community leaders and associations to establish links between the francophone community and appropriate ministry staff. Maintains functional reporting relationship with FLS government co-ordinator. Collaborates with other ministries, municipal government, the federal government, various social services agencies and related provincial bodies. Advises the Minister and Deputy Minister.

Le bureau des services en français

Le bureau développe et applique le programme des services en français du ministère, ce qui fournit à la population francophone, dans les régions désignées, l'accès égal à tous les services offerts par le ministère; élabore les politiques et les procédures de mise en oeuvre correspondantes et interprète les directives du conseil des ministres; identifie et analyse les besoins de la population francophone et coordonne les travaux de recherche qui s'imposent; dirige une équipe de travail, composée des coordonnateurs régionaux à temps partiel des services en français et des représentants des Divisions telles que finances, politiques et programmes, et soutien opérationnel, visant à l'expansion du programme des services en français aux organismes semi-autonomes; présente des propositions relatives à l'utilisation des fonds disponibles et aux questions de politique générale; anticipe le cours des événements de même que les réactions qui en découleront; consulte la communauté franco-ontarienne au travers de ses porte-paroles et de ses diverses associations afin d'établir des liens entre la communauté francophone et le personnel concerné du ministère; maintient une relation fonctionnelle par des rapports réguliers avec le coordonnateur provincial des services en français; collabore avec les autres ministères, les municipalités, le gouvernement fédéral, divers organismes de services sociaux ainsi que les organismes provinciaux concernés; conseille le ministre et le sous-ministre.

**Statutes administered by the
Ministry of Community and Social Services
as of March 31, 1984**

Charitable Institutions Act
Child Welfare Act
Child Welfare Municipal Payments
Continuance Act, 1976
Child Welfare Validation of Adoption
Orders Act, 1980
Children's Institutions Act
Children's Mental Health Services Act
Children's Probation Act

Children's Residential Services Act
Day Nurseries Act
Developmental Services Act
District Welfare Administration Boards
Act
Elderly Persons' Centres Act
Family Benefits Act
General Welfare Assistance Act
Homemakers and Nurses Services Act
Homes for the Aged and Rest Homes Act
Homes for Retarded Persons Act
Indian Welfare Services Act
Ministry of Community and Social
Services Act
Provincial Courts Act (part)
Soldiers' Aid Commission Act, RSO
1960, ch 377
Soldiers' Aid Commission Amendment
Act, 1970
Training Schools Act
Unified Family Court Act (part)
Vocational Rehabilitation Services Act

Boards, Agencies and Commissions to which the Government of Ontario appoints all or some of the members

February 1, 1984

**Boards of Management for Homes for the Aged and Rest Homes
Homes for the Aged and Rest Homes Act, RSO 1980, ch 203, sec 9**

Inquiries:

2nd Floor, 700 Bay Street
Toronto
(In Territorial Districts throughout Northern Ontario)

**Children's Services Review Board
Children's Residential Services Act**

Inquiries:

P.O. Box 251, Toronto-Dominion Centre
Toronto M5K 1J4

**District Welfare Administration Boards
District Welfare Administration Boards Act**

Inquiries:

10th Floor, 2195 Yonge Street
Toronto
(In Territorial Districts throughout Northern Ontario)

**Medical Advisory Board—Family Benefits Act
Regulation 287, RRO 1980, sec 20 under Family Benefits Act**

Inquiries:

10th Floor, 2195 Yonge Street
Toronto

**Medical Advisory Board—Vocational Rehabilitation Services
Vocational Rehabilitation Services Act, Regulation 221, RRO 1980,
sec 14 under Vocational Rehabilitation Services Act**

Inquiries:

2nd Floor, 700 Bay Street
Toronto

**Social Assistance Review Board
Ministry of Community and Social Services Amendment Act, RSO 1980, ch 273, sec 11**

Inquiries:

Room M1-56, 57, Macdonald Block
Queen's Park, Toronto

**Soldiers' Aid Commission
Soldiers' Aid Commission Act, RSO 1960, ch 377, sec 1**

Inquiries:

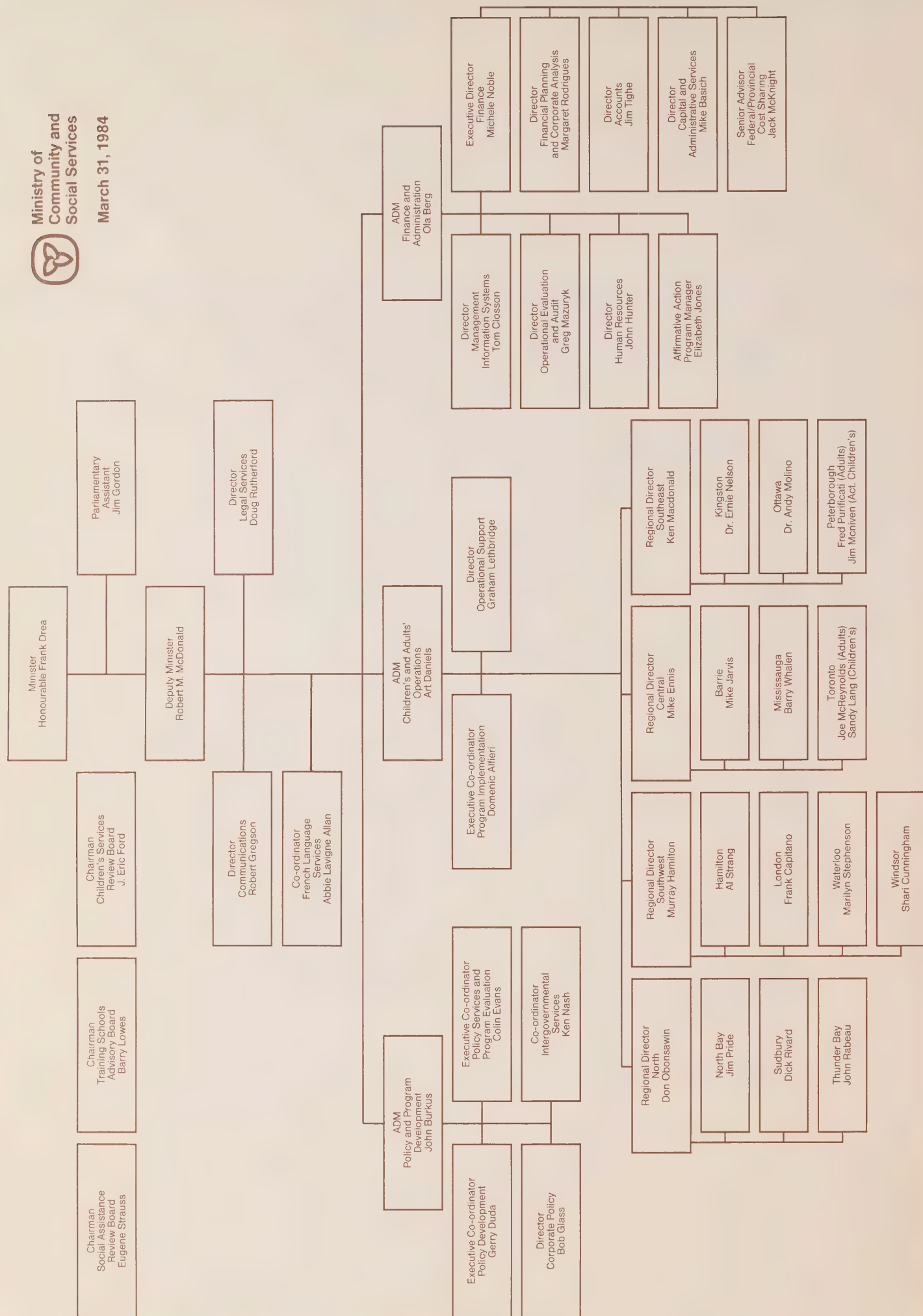
7th Floor, 2195 Yonge Street
Toronto

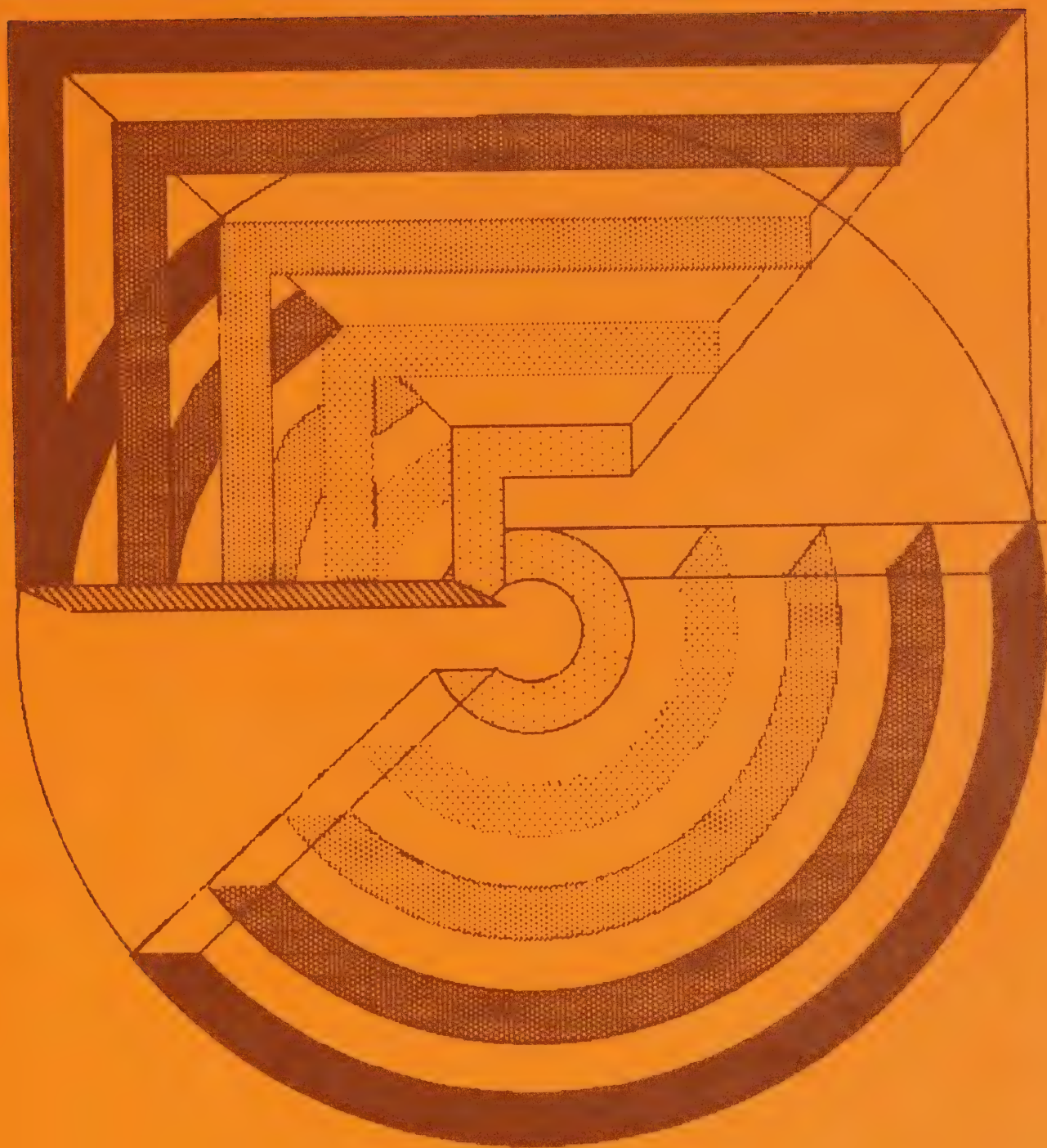
**Training Schools Advisory Board
Training Schools Act, RSO 1980, ch 508, sec 6**

Inquiries:

2nd Floor, 700 Bay Street
Toronto

March 31, 1984



(1984-1989)

Deputy Minister's message

No organization, whether it be in the public or private sector, can function to its full potential without long-range planning. And in today's economic and social environment, this process is particularly crucial to effective management.

Over the last two years, the ministry has formalized and strengthened its planning mechanisms through the development of a corporate planning process. The ministry's senior managers have used this process to anticipate and plan for the future.

We began by articulating the ministry's mandate and objectives. We examined the issues we now face and those we are likely to face over the next five years. We then established directions to respond to those issues for each of our major client groups.

Our corporate plans will help us advise the government more effectively on the long-term directions of the ministry, and the issues related to our legislated mandate and programs.

They will also provide a means of sharing, among ministry staff, service providers and the public, an understanding of the ministry and its intended future initiatives.

Numerous ministry staff from across the province have participated in the corporate planning process. The senior managers and I appreciate their commitment and the time and ideas they have contributed.

Planning is an on-going activity; as the social climate changes in Ontario, so must our policies and directions change to keep abreast of current conditions and needs. We are committed to sharing these directions with the residents of this province as they are established.

The following section contains highlights from the Ministry of Community and Social Services plan for the period 1984-1989.

March 31, 1984

The ministry's mandate

The Ministry of Community and Social Services is one of the largest ministries in the Ontario government with a staff of 11,500 and a budget in excess of \$2.5 billion a year. It administers 24 statutes ranging from the protection of children to the provision of general welfare assistance and family support.

Its mandate, which is best understood in the context of this organizational environment, is:

To take a leadership role in ensuring the planning and provision of a range of social services that will enhance the self-reliance of individuals and families in Ontario and to ensure, by encouraging good management practices, that these services are accessible across the province.

The ministry will bring together service providers within the Ontario government, at other levels of government, in the service community, and in the private sector to work co-operatively in planning and arranging for the provision of social services.

These services cover a broad range: Everything from ensuring that the basic needs for food, clothing and shelter are met to providing counselling, rehabilitation services and residential care.

Increasing emphasis will be placed on those services which support independent living, although the ministry will continue to ensure that those persons incapable of living independently receive the required services.

The ministry's objectives and major directions for the future flow from its mandate and were established in relation to its three major functions:

- policy development
- service delivery
- management

Service delivery objective

The ministry's service delivery objective is:

To strengthen the capacity of the community, in partnership with the ministry, to deliver a range of services responsive to the needs of individuals and families, in a way which supports their self-reliance within the community.

This reflects the ministry's commitment to maintain its partnership with the community—municipalities, Indian bands, private and charitable organizations, agencies, volunteers and employers.

The ministry believes the best method to make optimal use of existing resources is to share the responsibility for the delivery of services with these partners, recognizing the many ways in which they have traditionally contributed.

The ministry's decentralized structure promotes decision-making at the area level for more responsive delivery of services. It also encourages regional and area office staff to work closely with local service providers who understand the nature and needs of the community.

The ministry will continue to strive for flexibility and innovation in service-delivery methods to ensure that a range of services is available across the province.

Policy development objective

The ministry's policy development objective is:

To develop informed policies that direct the design of ministry services by balancing considerations from diverse publics.

Ministry staff formulate policy positions by drawing on their own expertise and service delivery experience and on the opinions of citizens, service providers and expert advisers. These policy positions ensure that ministry programs meet the demonstrated needs of clients and are consistent with overall government priorities.

The policy development process offers a key opportunity for ministry staff and interested parties to discuss alternative approaches to service delivery or to refine current practices. Once senior management and the minister approve specific approaches, ministry programs are developed and priorities are established for discussion with other levels of government and other Ontario government ministries.

Management objective

The ministry's management objective is:

To effect a responsive, results-oriented management approach in support of the achievement of the ministry's program objectives, based on clearly defined accountability and the effective utilization of resources.

This objective recognizes that program objectives cannot be achieved without effective management of our scarce resources.

To respond to changing and growing needs, the ministry will assign priority to such management tools as information systems and integrated planning which support program management. The ministry will also clarify the accountability of its staff and agencies.

Management initiatives will take place within the framework of the long-term directions set by corporate planning. These directions take into consideration not only the complex and changing environment within which the ministry operates but local differences in geography and needs. Integrated planning will be stressed to ensure consistent results appropriate to the decentralized structure of the ministry.

Anticipating the trends

In formulating major directions to meet the social service needs of individuals and families in Ontario, the ministry must respond to significant trends in the environment. There are, and will continue to be, changes in social attitudes and norms, in the characteristics of the population, and in the economy.

One of the most significant long-range trends is the aging of Ontario's population. The proportion of children and young people is decreasing while the proportion of elderly residents, particularly those over 85 years of age, is increasing. This means there will be more and more elderly people requiring services.

Although the economy is showing signs of improvement, high unemployment rates are expected to continue for the next few years. This will probably lead to an increase in the number of individuals requiring income assistance and the number of families requiring support services—social and financial.

Competition for jobs will intensify. Individuals with social, emotional, physical or developmental handicaps will require additional training or assistance to find employment in an increasingly competitive market.

There has also been a philosophical shift in attitudes concerning the kinds of services needed and how they should be provided. The ministry and the recipients and providers of services believe services should be based in the community and that the community should play a strong role in their delivery. There is a consensus as well that services should focus on independence, growth and integration, rather than dependence, maintenance and segregation.

Technological advances will support this philosophical shift. For example, electronic devices and equipment will increase opportunities for developmentally and physically handicapped and elderly persons to live independent lives.

Planning an effective range of social services requires a team effort. And as social and economic problems and the systems which respond to them become more complex, this co-operative effort becomes even more critical.

These were some of the factors the ministry took into consideration in developing its major directions for the next five years.

The next section highlights some of these directions in five planning areas. Not all of the ministry's directions for the next five years have been included: Some are still being developed; others will be formulated or modified as the environment changes.

Family support and income maintenance services

In collaboration with other service deliverers, the ministry will endeavour to better match family and income support services to the needs of disadvantaged Ontario residents, while reducing administrative complexities.

The ministry has developed three basic directions in this area:

To meet the basic needs of socially, emotionally or physically handicapped people, who are recipients of income maintenance services, and to increase, where appropriate, the opportunities for self-reliance.

To improve access to required services for people in need, through changes in the administration of the service delivery system.

To pursue resources from other levels of government to support MCSS clients.

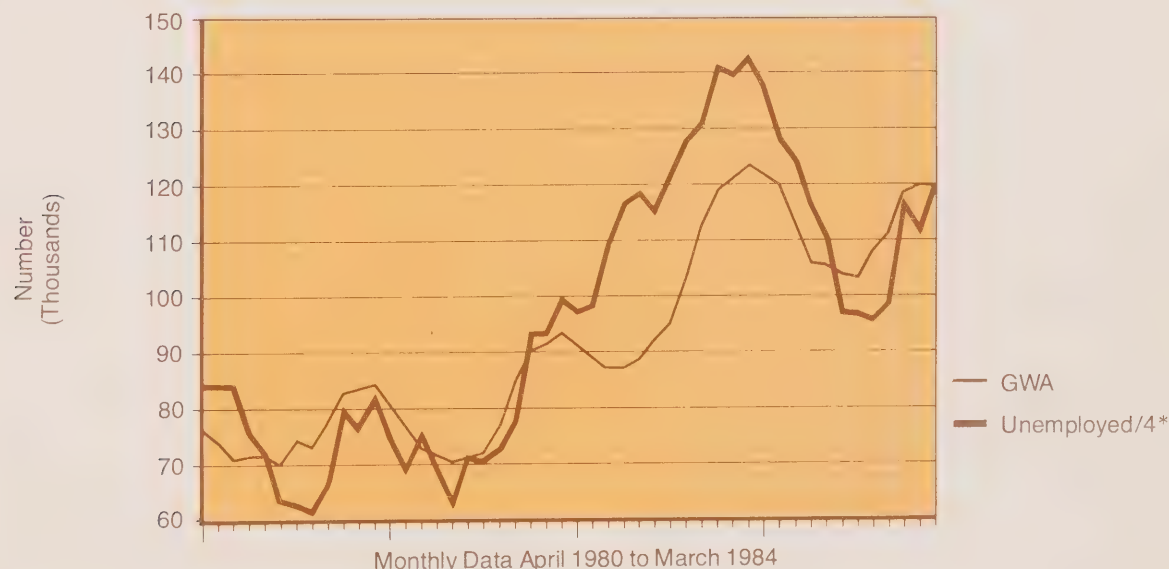
The ministry is responsible for providing financial support for food, clothing and shelter for those disadvantaged residents of Ontario in need of such support.

One key ministry thrust for the future is to reform and consolidate current residential programs for people in need. It will define new funding mechanisms to enhance co-operative relationships with non-profit organizations. It will also expand the base of residential services available to people in need, including victims of family violence, the homeless, and elderly residents of Ontario.

The ministry is committed as well to expanding opportunities for recipients of social assistance and providing alternatives to welfare dependency. High priority will be given to improving employment opportunities for youth, women and natives by better linking support services with financial support. For example, the ministry is now providing, on a pilot basis, a combination of employment preparation services, parental support services, and child-care services in selected communities to social assistance recipients who will benefit from them.

The ministry will increase its capacity to assess clients for long-term vocational prospects and eligibility for financial support, while continuing to provide basic financial support for those in need.

GWA and Unemployment

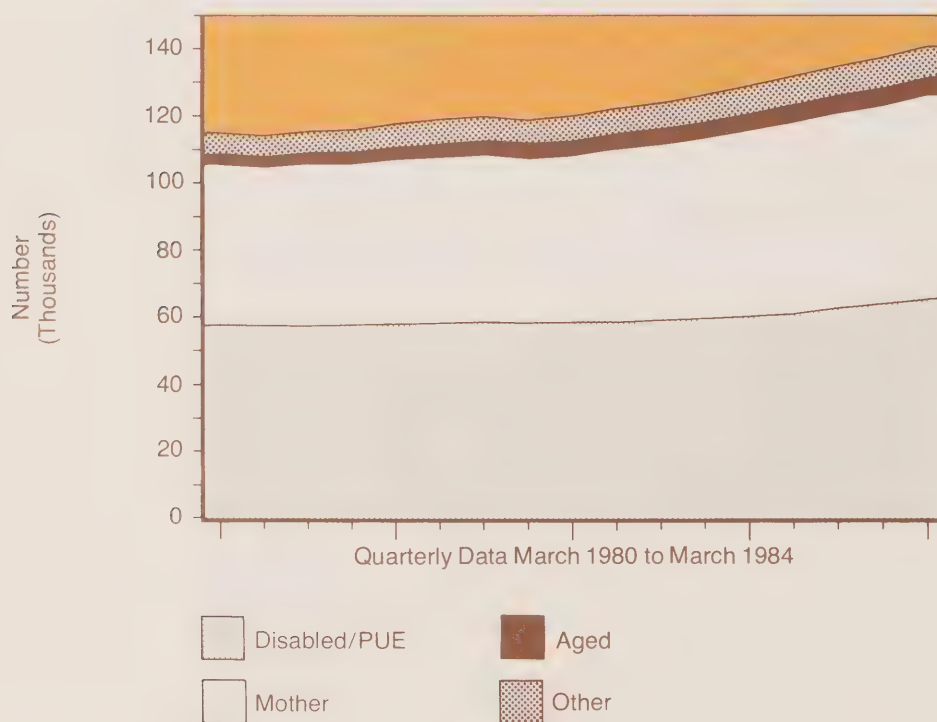


*Number unemployed is the actual number (not seasonally adjusted) divided by four. Division by four permits viewing of the two curves on the same scale.

The ministry's thrust in service delivery is to provide income maintenance and complementary support services at the local level. For those who will need long-term financial assistance, and cannot take advantage of local training and employment services, the ministry will take direct responsibility for ensuring that their basic needs are met.

To facilitate these changes, the ministry will review funding mechanisms with federal and municipal levels of government and continue to seek clarification of the roles of different levels of government in social service delivery.

FBA Case Categories Over Time



*Other includes foster children, handicapped children, VRS, disabled wives, single fathers, and chronic care cases.

Children's services

The Child and Family Services Act, introduced in 1984, creates the legislative structure to allow the ministry to provide a more integrated range of services to children.

The paramount objective of the Act, as expressed in its declaration of principles, is to ensure the best interest, protection and well-being of children. The Act also recognizes the importance of supporting the family in the most appropriate way so that the child can enjoy a continuous, stable environment.

To respond to the needs of children and families, it is critical to co-ordinate the range of services provided by organizations, agencies and volunteers. The ministry will work with the community to develop a more integrated children's services system within the context of other service systems.

The ministry has developed three major objectives in this area:

To provide direction for the further development of a range of family support services, within the context of existing children's and adults' services.

To strengthen the capacity of the community to reduce the incidence of child abuse and to deal more effectively with abusive situations when they occur.

To provide a range of services for the control and rehabilitation of young persons requiring services under the Young Offenders Act and to continue to pursue integration of these services with other services for young people.

The ministry believes that the family continues to be the most basic and important of all society's institutions.

It also believes that non-residential services, provided in the community to support individuals and families, are an integral and important component of the service system. Within the existing children's services system, non-residential support services, directed toward the family, are being expanded in an attempt to reduce the need for more intrusive services.

The ministry will take a leadership role in ensuring that any new services introduced are the most effective in meeting the needs of families. Particular attention will be paid to formal and informal child-care programs.

The ministry will also ensure that these community-based family-support programs are planned and delivered interdependently with existing family-support services now operated in conjunction with programs for physically and developmentally handicapped children, sole-support parents, and child welfare and children's mental health services.

The ministry will also be working with the Indian people of northern Ontario to develop an agreement that will permit Indian bands to gradually take over the provision of child welfare services in their own communities.

Community concern about family violence, especially physical and sexual abuse of children, is growing.

Working with its partners in the community, the ministry will continue to address these serious problems through education, training, information, standards and guidelines.

The newly established Ontario Centre for the Prevention of Child Abuse will offer multi-disciplinary training programs and consultation services for professionals across the province. It will also provide support, co-ordinate research, and act as a central location for all the ministry's child abuse prevention activities.

The ministry's child abuse prevention program will continue to increase public awareness through pamphlets and media presentations, to develop programs to improve parenting skills, and to work with agencies to improve the handling of child abuse cases. Similar initiatives including crisis intervention, counselling and residential services, training, consultation and public education, are being undertaken through the ministry's family violence prevention program.

By replacing a multitude of existing funding provisions with a broader authority to fund services, the Child and Family Services Act gives the ministry greater flexibility in determining who will receive funds to provide services and under what conditions and terms.

Several years ago, the ministry introduced a new approach to the funding of children's services to

improve its capacity to allocate and manage resources according to its priorities and identified service needs. This new approach, which also supported community planning and decision-making, will be expanded in the years to come.

Effective implementation of funding and planning initiatives requires reliable services and financial information. Future developments in children's services information systems will be guided by this requirement.

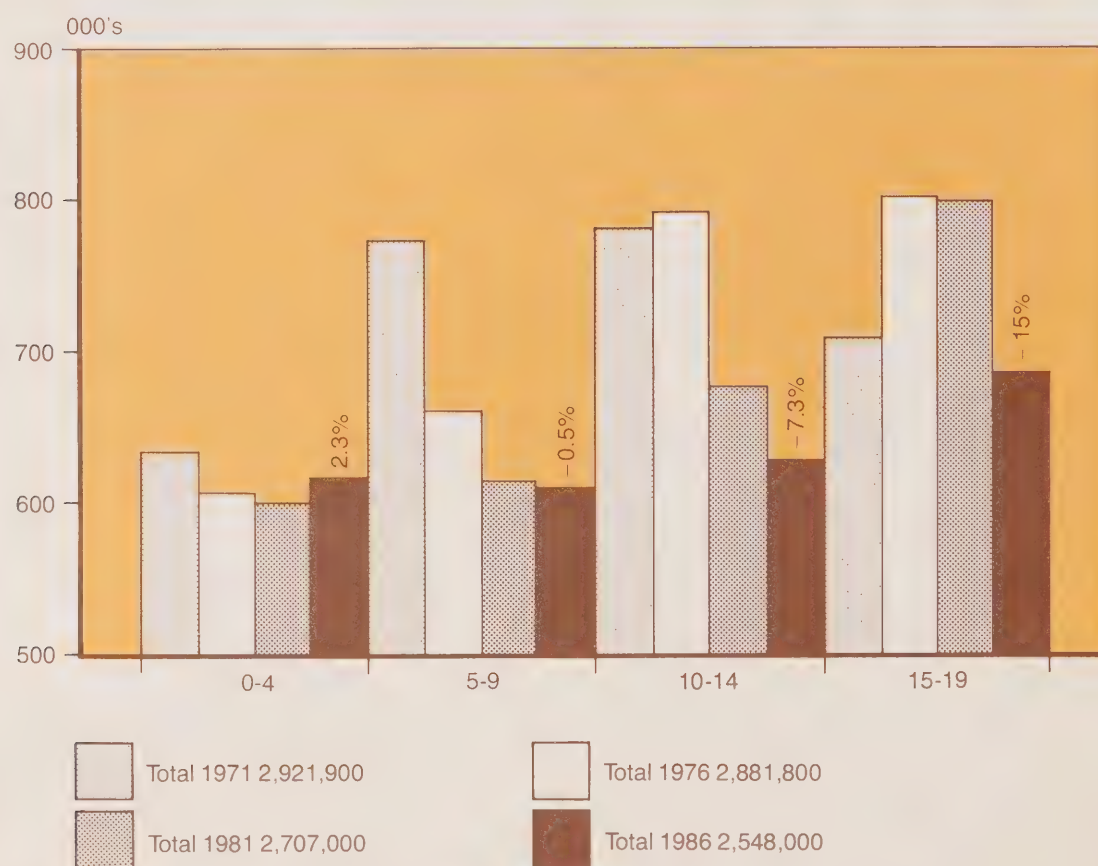
The federal government's Young Offenders Act for 12- to 15-year-olds was to be implemented in all provinces on April 2, 1984. The intent of this Act is consistent with the Child and Family Services Act in that it recognizes that young people should bear

responsibility for illegal acts they commit, but acknowledges that they cannot be held completely accountable since they are not fully mature.

The Act increases the range of alternatives available to the judiciary. Numerous pre-trial and post-trial services, including bail supervision, community service, probation, treatment, and open and secure custody, will be provided to the young offender by the ministry.

The ministry will continue to emphasize the use of the least restrictive alternative consistent with the protection of society. The needs of young offenders will continue to be met by such services as assessment, treatment, mental health services, community residential centres and group homes which are provided to other young people with similar needs.

Child Population Projections



Source: Ministry of Treasury and Economics projections based on 1976 Census.

Services for the developmentally and physically handicapped

The degree of handicap experienced by a disabled person is more dependent upon the community's attitudes and expectations and the opportunities available than on actual physical or mental limitation.

The ministry believes services for disabled persons should develop individual capabilities and provide the broadest possible range of opportunities; there should be no preconceived limitations on any person's ability to succeed.

In keeping with this philosophy, the ministry provides opportunities and assistance for developmentally and physically handicapped persons to live, work, and participate as independently as possible in the mainstream of community life.

Given the progress that has been made in services for developmentally handicapped persons, the ministry, in this planning cycle, has turned its efforts primarily toward improving community services for physically disabled persons.

Although there are common factors in the programs required by developmentally handicapped and physically disabled persons, there are many service variations necessary to meet the individual needs of each group. There are also differences in the demand for certain types of services between the groups and differences in their potential to benefit from these services. Because of these differences, the ministry tends to do its long-range planning for each group separately.

The ministry has developed five directions for services for developmentally and physically handicapped people:

To improve employment opportunities for disabled persons in the private and public sectors.

To enhance sheltered employment and training opportunities for handicapped persons through the restructuring of the workshop system and the mechanism for funding these services.

To expand community residential and support services to serve developmentally handicapped persons in family homes, group homes and their own homes as an alternative to residing in institutions.

To develop community-based programs for physically handicapped persons that provide life-skills instruction, rehabilitative services, family support and other aids.

To promote positive public attitudes which foster the participation of handicapped persons in conventional daily life and to reduce the incidence of disabilities.

In the past, it was assumed that because handicapped persons had physical or intellectual limitations they could not effectively participate in competitive employment. They were given a disability allowance and either excluded entirely from the workforce or placed in a specially-created work environment in which performance expectations were extremely low.

The ministry hopes to enlist the co-operation of business and industrial leaders to make it easier for handicapped persons to enter the labour market. Both public and private sectors will be encouraged to provide actual training and job opportunities for handicapped persons.

Due to their protective nature, workshop services have often encouraged dependence rather than fostering independence. By restructuring the workshop system, the ministry hopes to change this emphasis. In recognition of the differences in the individual needs and abilities of disabled persons, the services and programs in workshops will be more clearly defined and goal-directed.

The vocational training function of sheltered workshops will be clearly delineated from the employment function, and an alternative method for providing life-skills training will be developed. The funding mechanisms for each of these programs will be designed to support their particular objectives.

Workshop training will be expanded to include many more training opportunities in community job sites. Also, sheltered workshops will be encouraged to develop more relevant employment opportunities through the establishment of sheltered industries or protected business.

In the past, due to the lack of community alternatives, institutions were the primary source of services for developmentally handicapped people. However, many disabled people do not require the level of care provided through institutional programs.

In October 1982, the ministry announced a five-year plan to close six institutions for developmentally handicapped persons. In their stead, it is expanding community support services for those who do not need full-time institutional care.

The ministry's intent is to provide opportunities for individuals to participate in community life by providing support services to small group homes, apartment programs, family homes and foster care situations.

The development of appropriate community alternatives will not only mean a reduction in the number of residents in institutions; it will mean institutional staff will be able to use their expertise to deal with problems of profoundly handicapped persons and to provide consultative support to community programs.

The ministry also intends to develop special programs to assist physically handicapped individuals to live independently. These will focus on individual need and could take the form of life-skills training, rehabilitation services, vocational training, family support or some specific aid.

The intent of each service will be to meet the specific needs of each individual rather than trying to fit individuals into programs that provide more service or support than required. For example, training will be done, as much as possible, on actual job sites, rather than in a special workshop settings. Part-time attendant-care may be provided as an alternative to a full-time residential program.

The ministry hopes its focus on community-based programs and the involvement of the business and industrial community in the provision of job opportunities for disabled persons will help promote positive public attitudes toward disabled persons.

The ministry will also develop pamphlets on positive parenting for the parents of disabled children to help reduce the debilitating effects of over-protectiveness and other attitudinal problems in early childhood.

Projects related to "fragile X" chromosome screening will also be supported to help reduce the incidence of developmental handicaps.

Services for the elderly

The ministry's major directions for services to the elderly are based on a number of underlying assumptions. First, most aged persons have the interest and potential to be productive and to continue to make a contribution to the community. Second, although elderly people prefer to live independent lives, some cannot be maintained at home or in the community and require institutional care. Third, the needs and preferred lifestyle of elderly people vary from individual to individual. And finally, family support, community support services, adequate incomes and the availability of a broad range of housing are important in aiding the efforts of elderly persons to remain independent.

The ministry's objectives are:

To develop a comprehensive system of community and home support services that will allow elderly persons with special needs to continue to live in their own homes or neighbourhood or in a family context for as long as appropriate.

To promote the development of a rationalized and geographically accessible system of long-term institutional care to meet the needs of those elderly persons who can no longer maintain themselves in their family, home or community.

Most elderly persons do not rely on social services or formal home support apart from income support. They have the capacity to live independently or in a family context. However, some individuals — those with special needs — do require such support services as meals-on-wheels or home-maker's services.

The ministry's long-range goal is to establish a more comprehensive and co-ordinated system of home support services across the province. This will foster the continued independence of the elderly, prevent or delay unnecessary institutionalization, and facilitate the discharge of persons currently in institutional care to the community when appropriate. It will also encourage the best use of available resources at the community level.

In this context, home support services refer to more than the traditional services already men-

tioned. They also include a range of alternative shelter arrangements which could, for example, allow elderly individuals to continue to live independently in the community but not necessarily with their families. Sharing accommodation with a more able-bodied elderly person is one possibility.

Developing a comprehensive system of community and home-support services will require a definition of the range of services required, based on current and projected need, and the relative importance of each. Determining how these services should be organized will necessitate clarification of the roles and responsibilities of the various service providers and service co-ordinators involved.

The ministry will continue to assume a number of roles to fulfill its objective. Paramount among these is a co-ordination role in pulling together an efficient network of services from those that already exist.

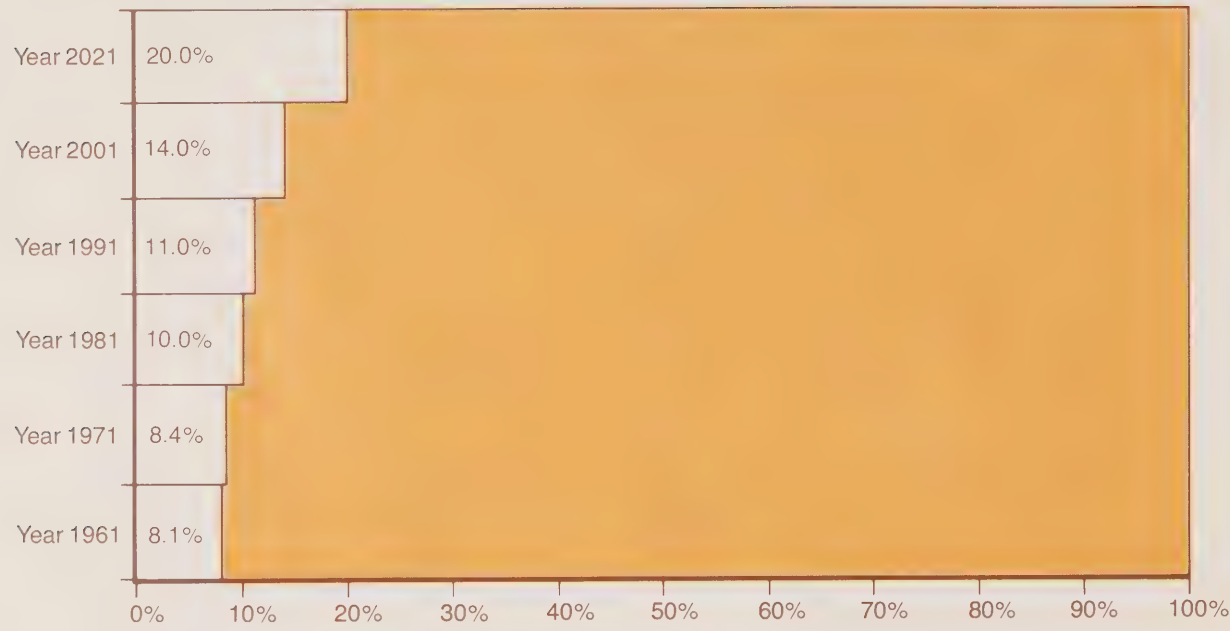
The significance of the ministry's second direction lies in the concept of promoting a rationalized system of long-term institutional care. The first step will be to identify the levels of care and the range, distribution and quality of services to be provided. The relationship between the community home-support system and long-term institutional care must also be determined.

It is possible for the two systems to complement each other with institutions, for example, offering assessment and placement services at the local level and providing a base for various community outreach programs.

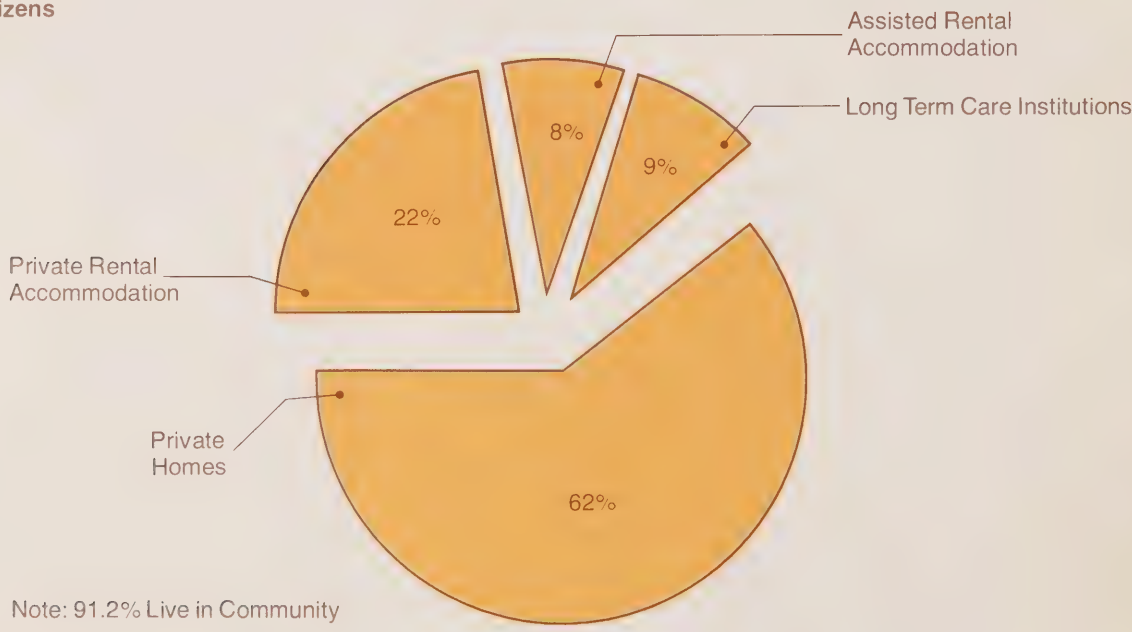
To rationalize the system of institutional care will also necessitate a clarification and definition of the roles and responsibilities of the relevant provincial ministries, other levels of government, the voluntary sector, and the private sector service providers.

The ministry is committed to working with other provincial ministries to reform funding arrangements, change policies, improve the quality of care, and co-ordinate access to services for elderly persons.

**Seniors Population 65+
As a Percentage of Provincial Population**



**Accommodation of
Senior Citizens**



Management resources

The changing economic and social environment has created increasing public concern both for good service and the wise use of public funds. To meet these demands, the ministry is continually refining its management practices to make the best possible use of available resources.

Its four key directions in this area are:

To ensure that the relationship between the ministry and providers of services is defined by clear ministry expectations.

To effectively manage the ministry resources by predicting and planning for future service needs through an integrated planning system that spans the organization.

To improve human resources planning and the work environment to ensure well-motivated and productive employees.

To design and implement comprehensive ministry information systems that will support management and planning processes.

The ministry will clarify its expectations for service providers across Ontario. Accountability requirements will be specified to fit the provider's individual circumstances. By clarifying expectations, the ministry believes it will achieve a stronger partnership with the service providers, program operators and agencies involved in the delivery of social services across the province.

The integration of planning processes will increase the ministry's capability to anticipate needs, to be responsive to clients' needs, and to provide an effective resource to other levels of government.

It will also increase its capacity to allocate resources according to priority needs, and to keep other levels of government and the central agencies of the Ontario government aware of its service delivery requirements.

One of the critical success factors for all organizations in the '80s is the degree to which employees within the organization are motivated, productive and individually committed to the objectives of the organization.

The ministry's senior management will give priority to long-term human resources planning. It will also develop effective mechanisms for identifying and dealing with employee concerns regarding morale and productivity.

The effective management of information and the appropriate application of technology are critical to any enterprise today. The ministry will therefore ensure that information is treated as a key resource and that comprehensive and effective information systems are developed and implemented.



Ontario

Ministry of
Community and
Social Services



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